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02-218

March 1, 1999

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Received

MAR 9 5 1999

Common Carrier Bureau
Network Service Div.
Office of the Chief

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
The Portals
445 12th Street, SW
Washington, DC 20554

Re: Request for Limited Modification for LATA Boundary to Unify the Town of Erving, Massachusetts in a single LATA NSD-L-98-116

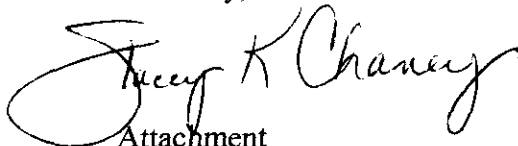
Dear Ms. Salas:

On March, 1, 1999, Mr. John Goodman and I, representing Bell Atlantic, met with Mr. Alan Thomas, Mr. Kurt Schroeder and Ms. Anna Gomez of the Network Services Division of the Common Carrier Bureau to provide clarifying information and to discuss the above referenced petition.

Pursuant to a request by staff we are attaching some additional materials that were used during our discussion.

Any questions on this filing should be directed to me at either the address or the telephone number shown above.

Sincerely,


Attachment

Cc: Ms. Anna Gomez
Mr. Kurt Schroeder
Mr. Alan Thomas

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01/

JERRY C. SMITH
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Barbara Landry
File

T. DeSisto
E. Rush
P. Wood
B. Welch
S. Nestor

In The Matter Of:

*Dept of Telecommunications & Energy 97-109
Area Code Investigation - Erving, MA*

January 26, 1998

*** FRITZ & SHEEHAN ASSOCIATES, INC. ***

295 Devonshire Street

Boston, MA 02110

(617) 423-0500

*Original File JAN26ACI.V1, 188 Pages
Min-U-Script® File ID: 0161608185*

Word Index included with this Min-U-Script®

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COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
D.T.E. Docket No. 97-109

PUBLIC HEARING before the Department
of Public Utilities, held in the Conference Room,
Erving Town Hall, 12 East Main Street, Erving,
Massachusetts, on Monday, January 26, 1998,
commencing at 7:00 p.m., concerning:

AREA CODES INVESTIGATION

BEFORE:

Joan Foster Evans, Esquire, as Hearing Officer;
Douglas S. Denny-Brown, Telecommunications Analyst

APPEARANCES:

John F. Nestor, III
Director, Regulatory and External Affairs

185 Franklin Street, Room 1701
Boston, Massachusetts 02110;
for Bell Atlantic-New England.

FRITZ & SHEEHAN ASSOCIATES, INC.
PROFESSIONAL COURT REPORTERS
205 DEVONSHIRE STREET, 3RD FLOOR
BOSTON, MASSACHUSETTS 02110
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ALSO PRESENT:

Michael Pequignot, Regional Director,
Public Affairs

Bell Atlantic - New England
385 State Street
Springfield, Massachusetts 01105

Eileen Rush

Director, External Affairs
Corporate Communications
Bell Atlantic - New England
125 High Street
Boston, Massachusetts 02110

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(1) PROCEEDINGS

(3) HEARING OFFICER EVANS: Good [4] evening. This is a public hearing on Docket [5] No. DTE 97-109, which is the petition of the Town [6] of Erving elected officials pursuant to General [7] Laws Chapter 159, Section 24, requesting the [8] Department of Telecommunications and Energy [9] investigate a single area

code and unique exchange [10] code for the Town of Erving, currently divided by [11] the 413/978 area codes and the 544/659 exchange [12] codes.

(13) The Town's request is to further [14] public safety concerns. My name is Joan Foster [15] Evans, and I have been designated as Hearing [16] Officer in this matter by the Commission. With me [17] on the bench this evening is Doug Denny-Brown of [18] the Department's Telecommunications Division.

(19) The Department is holding this public [20] hearing in Erving to provide you with an [21] opportunity to express your concerns to the [22] Department. I would like to note that the [23] Department may hold further evidentiary hearings [24] back at its offices in Boston in the coming

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[1] months. If evidentiary hearings are held, the [2] Department will also ask further questions and [3] review public evidence to make its decision in this [4] matter. The hearings at the Department are always [5] open to the public.

(6) I would now like to give a brief [7] summary background of this matter. On December 12, [8] 1997, the Board of Selectmen of the Town of Erving, [9] Massachusetts, filed a petition with the Department [10] of Telecommunications and Energy requesting that [11] the town be moved entirely into the 413 area code [12] and be given a unique local exchange. Currently, [13] the town is divided into two area codes and two [14] local exchanges. According to the petition, this [15] split between area codes and exchanges has caused [16] public safety problems. Specifically, the petition [17] states that there have been situations where [18] emergency or 911 calls originating from one end of [19] town have been mistakenly identified as calls from [20] the Towns of Montague or Orange; and 911 calls [21] originating from the other end of town, have been [22] mistakenly identified as calls from the Town of [23] Orange.

[24] I would like to give you a brief

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[1] overview of how I'm going to proceed this evening, [2] and then I'll go ahead and do so.

(3) The first matter that I am going to [4] touch upon is I have a procedural matter regarding [5] intervention that I would like to take care of on [6] the record here. I will then describe to you [7] our — excuse me — then I will let the parties [8] make a comment. The town can make a comment. Bell [9] Atlantic may wish to make a comment. Also, the [10] State Emergency Telecommunications Board has a [11] representative here that may

wish to make a comment [12] also.

[13] Then I will go into what procedures [14] we will use for you folks to make comments to us. [15] I am noting that the proceeding here is [16] transcribed, so we will have a written record of [17] this proceeding that we could take back to the [18] Department and — for future reference.

[19] Then I will allow folks to make [20] public comment. You can do so — I did send [21] a sign-up sheet around so that I can make sure we [22] have peoples' names and addresses spelled correctly [23] when you do make those comments. [24] And once there are no further

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[1] comments, and any questions the Department [2] has — we will probably be asking some [3] questions — we will adjourn the hearing.

(4) So the first matter I wish to take up [5] will be the matter of intervention. I would like [6] to note that as of the date of the hearing, the [7] Department received two petitions to intervene, one [8] from Bell Atlantic and one from MCI.

(9) Mr. Hammock did state to me earlier [10] that the town also had sent something in to the [11] Department regarding a petition to intervene; is [12] that correct, sir?

[13] SELECTMAN DANIEL HAMMOCK: That is [14] correct.

[15] HEARING OFFICER EVANS: Okay. I will [16] note that I did not receive anything.

[17] SELECTMAN DANIEL HAMMOCK: If we can [18] give you an extra copy of this, that it was [19] delivered, that is the best I can do.

[20] HEARING OFFICER EVANS: Okay. Okay. [21] Fine. Thank you.

[22] First of all, I will let you know [23] what our standard review is regarding [24] intervention. We asked in our notice for anyone

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[1] who wanted to participate in the proceeding as a [2] party to file a petition to intervene. As I say, [3] we have received a couple of petitions to [4] intervene, and we should have received one from the [5] town, it seems to be lost somewhere in the depths [6] of the Department.

(7) Our standard is as follows: The [8] Department may allow any person showing that he may [9] be substantially and specifically affected by the [10] proceeding to intervene as a party in the whole or [11] any portion of the proceeding, and allow any other [12] interested person to participate by presentation of [13] argument orally, or in writing, or for any other [14] limited

purpose as the Department may order.
 (15) And this is according to statute and
 (16) according to the Department's re-
 sions. Pursuant (17) to Department
 lations, a petition to intervene (18) in
 Department proceeding must describe
 the manner (19) in which the petitioner is
 substantially and (20) specifically affected
 by the proceeding. Among (21) other
 things, a petition must state the nature of
 (22) the evidence the petitioner will
 present if the (23) petition is granted. And
 I would like to deal with (24) the petitions
 now.

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(1) First of all, the Board of Selectmen (2) of
 the Town of Erving. As I stated, the
 Department (3) had — I have not seen a
 petition to intervene from (4) the Dep-
 artment; however, because the Dep-
 artment is (5) a named party in this
 proceeding, and has a (6) statutory right
 to participate in this proceeding (7)
 through its Section 24 right to petition
 the (8) Department for a hearing, which
 the town did do, (9) the Hearing Officer is
 going to grant the town full (10) party
 rights in this proceeding, which includes
 the (11) right to present witnesses, prop-
 ound discovery, (12) cross-examine wit-
 nesses, and file briefs.

(13) SELECTMAN DANIEL HAMMOCK:
 nk (14) you.

(15) HEARING OFFICER EVANS:

Secondly, (16) Bell Atlantic. Bell Atlantic
 states that the (17) petition before us
 raises numbering and local call (18) area
 issues, as well as legal issues, which
 relate (19) to Bell Atlantic's division of
 service. According (20) to Bell Atlantic,
 those issues are of concern to (21) Bell
 Atlantic, that Bell Atlantic's rights will be
 (22) substantially and specifically affected
 by this (23) proceeding, and that Bell
 Atlantic's interests (24) cannot be ad-
 equately represented without the

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(1) Department granting this petition.
 (2) The Hearing Officer notes that Bell (3)
 Atlantic is required by statute to provide
 and (4) maintain enhanced 911 service,
 pursuant to (5) Chapter 166, Section 14A.
 For this reason, and the (6) reasons stated
 in its position — petition, the (7) Hearing
 Officer hereby grants Bell Atlantic's (8)
 petition to intervene.

(9) I haven't seen anyone — is anyone (10)
 here from MCI?

(11) (No response.)

(12) HEARING OFFICER EVANS: Okay. I
 (13) now deal with MCI's petition to
 intervene. MCI (14) states that it is spec-
 ifically and substantially (15) affected by
 any decision in this investigation. To (16)
 the extent that the relief requested by
 the Town of (17) Erving Board of Sele-

ctmen or the timetable for (18) affording
 such relief will cause a delay in the (19)
 May 1, 1998 for the release of additional
 number (20) resources set by previous
 Department orders or (21) impacts dial-
 ing pattern issues also addressed in (22)
 previous Department orders, MCI re-
 quests that the (23) Department issue a
 ruling limiting the scope of (24) this
 investigation to the due issues identified
 in

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(1) its hearing notice.

(2) MCI further states that it takes no (3)
 position on the merits of the requested
 relief (4) sought by the Town of Erving
 Board of Selectmen.

(5) The Hearing Officer notes that the (6)
 proceeding has been noticed, and the
 notice (7) included the issues to be
 addressed in this (8) proceeding, namely,
 a single area code and a unique (9)
 exchange for the Town of Erving. There-
 fore, a (10) ruling by the Department
 regarding the scope of (11) this pro-
 ceeding is unnecessary; secondly, re-
 garding (12) the May 1, 1998 and dialing
 pattern issues, the (13) Department has
 issued final orders in the area code (14)
 relief docket. The time for motions for
 (15) reconsideration and appeals has run.
 These issues (16) have been addressed by
 the Department and are not (17) part of
 this docket.

(18) MCI has stated that it takes no (19)
 position on the merits of the request for
 relief (20) sought here. It is concerned
 with issues which are (21) not part of this
 docket. MCI has failed to (22) demon-
 strate how it is specifically and (23)
 substantially affected by this pro-
 ceeding. (24) Therefore, the Hearing
 Officer denies MCI's

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(1) petition to intervene.

(2) Now, I will allow the representatives
 (3) of the parties to let the public know
 who they are (4) and make statements.
 We do note that these (5) statements
 should be kept brief, as the main (6)
 purpose of this hearing will to be — will
 be to (7) hear your comments and get
 them on the record here (8) at the
 Department — for the Department to
 consider (9) further.

(10) First of all, may I have a statement (11)
 from the Town of Erving Board of
 Selectmen, please, (12) if you wish to
 make a statement.

(13) SELECTMAN DANIEL HAMMOCK:
 Thank (14) you. My name is Dan Ham-
 mock. I am chair the (15) Erving Select
 Board.

(16) For a number of years — decades, (17)
 actually — Erving lived with, quite
 quietly lived (18) with an inconvenience

of having two area codes, of (19) not being
 able to find from information a number
 (20) for the other side of town, being told
 by the 413 (21) information people Erving
 is in the 508 area code. (22) If you are at a
 phone booth in the 508 area code, (23)
 they were just as apt to tell you that they
 (24) couldn't give you information for
 413, because

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(1) Erving wasn't in the area code either.
 We lived (2) with that, grumbled amongst
 ourselves, worked with (3) the phone
 company the best we could, and asked
 them (4) to at least include every — every
 Erving number in (5) both phone books,
 both the Greenfield 413 area (6) phone
 book or the Orange 508 area phone
 book. We (7) lived with the incon-
 venience, but this is no longer (8) a matter
 of inconvenience in our mind.

(9) Someone is going to die in Erving. I (10)
 don't think that is just my belief. It will (11)
 happen. It will not happen because the
 Erving (12) Select Board and the citizens
 of Erving have not (13) done every single
 thing they can to prevent it. (14) That is
 why we are asking you to intervene. We
 are (15) powerless to make the changes
 that need to be (16) changed. We are not
 pointing a finger at anybody. (17) We are
 not saying anybody is out there trying to
 (18) kill somebody, but because of con-
 fusion, this issue (19) is no longer just an
 inconvenience. And we are (20) praying,
 or whatever the right word is, for your
 (21) agency to step in and do what is right
 in — in (22) this case.

(23) Others here, in the matter of public
 (24) comment, will be able to better say
 what I am

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(1) saying now, but I would like to point
 out one (2) thing. Whenever anyone sees
 a petition article, (3) and this is from the
 May, 1997 Annual Town Meeting, (4) the
 question comes up: Is this just a half a
 dozen (5) people who put together some
 signatures and they (6) really don't have
 support? That is not the case (7) here.
 There is no way I know of that the Erving
 (8) Select Board and the Town of Erving
 citizens could (9) be more in support of
 this effort. To that end, (10) because small
 town select boards are busy, they are (11)
 volunteers, and they are part-time peo-
 ple, we (12) assembled a committee of
 dedicated people who have (13) worked
 almost a year to pull together much or all
 (14) the evidence that we will give you
 tonight. And we (15) sincerely request
 that you grant this request and (16) that
 we be made all one area code, all one (17)
 exchange, because it's not just people in
 Erving (18) that might die.

(19) Erving, Route 2, is the equivalent (20)
 east-west artery of the Mass. Pike in the

south. A (21) little earlier, there was a trailer truck accident (22) today just up the road here that tied up traffic (23) for a couple hours. That is common on our road. (24) And emergency personnel just must get to the right

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(1) place when they are called.

(2) Thank you.

(3) HEARING OFFICER EVANS: Thank you, (4) Mr. Hammock.

(5) SELECTMAN DANIEL HAMMOCK: Excuse (6) me. May I also say that we have things to submit, (7) but we have the strong support of Senator Steven (8) Brewer, our Representative Stephen Kulik and (9) Representative John Merrigan. They have all (10) perhaps already sent written testimony to you, and (11) would we like to submit that again also so that (12) it's for the record and read it into the record if (13) that is your procedure.

(14) Thank you.

(15) HEARING OFFICER EVANS: Thank you.

(16) Okay. Mr. Nestor, would you like to (17) identify yourself for the court reporter.

(18) MR. NESTOR: My name is John Nestor. (19) I am the Director of Regulatory Affairs in (20) Massachusetts for Bell Atlantic.

(21) And since the purpose of the hearing (22) is to hear from the public, I don't want to take a (23) lot of time. I do want to state a couple of things (24) though, if I might briefly, for the record.

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(1) One is the relationship between area (2) codes and the public safety, particularly E-911. (3) There really isn't a connection between the two. (4) You don't dial an area code when you dial 911. In (5) fact, the actual purpose of 911 was to address (6) issues such as area codes or different exchanges (7) when it came into being in Massachusetts. And (8) so — I know people have been talking about is (9) there an interrelationship. There really isn't an (10) interrelationship between an area code and dialing (11) 911.

(12) E-911, which is the newest system (13) that has been put in Massachusetts and is supported (14) through directory assistance charges by Bell (15) Atlantic, is — actually was put in place to (16) address issues about crossover exchanges and such (17) issues as different area codes and those kinds of (18) things. And as much — I know some people — I (19) have information if someone wants to talk to me (20) afterwards.

(21) I know some people have talked prior (22) about exchanges being different and, gee, we are (23) different.

Actually, believe it or not, your (24) actually the same as most people in the

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(1) Commonwealth. There are 351 cities and towns. (2) There are 261 telephone exchanges. In the (3) Commonwealth of Massachusetts, the towns and cities (4) only match in 64 of them. So it's a very, very (5) common problem where you have exchanges (6) overlapping, and where you have area — different (7) types of things with area codes. And that is one (8) of the reasons E-911 came into existence.

(9) The other thing I just want to say (10) very briefly is although it sounds like a very easy (11) thing to take 413 and just move it into Erving, (12) there are potentially legal issues, because the (13) issues here sit on — Erving actually sits on what (14) is a called a LATA bound, L-A-T-A, which is the (15) difference between carrying calls across it. At (16) the break-up of the Bell System, Bell Atlantic was (17) prohibited from carrying calls across the LATA (18) boundary.

(19) There is also an exchange boundary, (20) and there is also an area code boundary. And (21) depending on what you want done with each of those (22) boundaries, if you want to move the LATA boundary, (23) you have legal issues that extend far beyond this (24) room and beyond the Department of Public Utilities.

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(1) because Bell Atlantic has to get permission to move (2) a LATA boundary from the Federal Communications (3) Commission.

(4) If you want to use an — move an (5) exchange boundary then Bell Atlantic has customer (6) issues. For example, to move the LATA boundary and (7) put everyone into 413, means everyone who one (8) currently exists in 508 is going to lose part of (9) your ability to call Athol; you are going to lose (10) any optional calling plan you have that goes into (11) Eastern Massachusetts. So if you have an optional (12) calling plan that you use to call Boston, like our (13) Unlimited Eastern LATA Plan, which is \$45, or if (14) you interconnect to an Internet access provider to (15) the east, when you move 413 and you move the (16) exchange boundary, you lose that. So one of the (17) things Bell Atlantic is — does not really ever (18) want to go forward without knowing where our (19) customers sit on this, because I am sure it's very (20) easy to say to some people, I want to all be in (21) 413; but what we want to hear the answer to the (22) question is: Are you willing to go to 413 and take (23) a number if you lose the following services. That (24) is really the critical issue to us.

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(1) The third one is we can move the area (2) code boundary. We can ask the Department. The (3) Department has permission to move the area code (4) boundary, and we can leave everybody as is. But (5) the ability at that point means everyone is going (6) to have to change phone numbers. And that may be a (7) simple thing, but we having gone through 978 and (8) having lived through the wars of 508, I can tell (9) you that it's very interesting that anybody that (10) has got a business and is going to have their (11) business number changed, tends to have a different (12) view of the world. And so one of the reasons why (13) Bell Atlantic would like also to know where our (14) customers sit is because we want to know where (15) those businesses sit, because that is dollars off (16) those businesses. They have to change their (17) stationery; they have to change their signage, and (18) all of those kinds of things that go on currently (19) in Eastern Massachusetts. And we don't have a (20) handle on those problems at the moment, or the size (21) of those problems.

(22) And that is partly why we are here, (23) to listen and to hear what you folks have got to (24) say. And all of these have cost numbers with it.

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(1) and until we hear the public, we really can't put (2) any kind of cost to that.

(3) The other thing, the final thing I'll (4) say is if you look out a little long term, what the (5) town is requesting is actually going against (6) technology. The trend in technology is to do away (7) with geographic-based numbers. I don't know how (8) many of you people have seen the MCI ads where (9) someone calls somebody, and it answers at the (10) home. It gets call forwarded out to their pager, (11) and they answer it on the golf course with a (12) cellular phone. That is what is called number (13) portability. And over the next three to five years (14) as part of opening up the market to competition, (15) Bell Atlantic is going to be putting number (16) portability into the network. And what that means (17) is (413) 644-1237 actual is going to belong to a (18) customer. It's no longer going to be identified (19) with Erving or any community. And so if you decide (20) to live in Boston, you are going to take that (21) number with you. And so with — what is actually (22) happening here is the ability to have a telephone (23) number relate to a geographic area is slowly being (24) undermined by technology, and we are starting to

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(1) put this technology into the network.

(2) We just started seeding it in (3) New

York last week, and they are saying within (4) three to five years, we are going to start putting (5) this technology in. That is important to us, (6) because we want to know here if we are going to (7) and millions of dollars to try to do something (8) that might be obsoleted by technology.

(9) So I am interested in having what (10) you — hearing what you say, I will be interested (11) to talk to anybody about concepts and ideas, and I (12) brought with me Mike Pequignot, who is the Public (13) Relations Manager from this area, and if anyone has (14) a service issue or wants to get more information (15) can talk to him.

(16) Thank you.

(17) HEARING OFFICER EVANS: Thank you, (18) Mr. Nestor.

(19) Next I would like to find out whether (20) Mr. Watkinson from the State Emergency (21) Telecommunications Board has a comment.

(22) ROBERT WATKINSON: My name is Bob (23) Watkinson. I am the Executive Director of the (24) State 911 Agency. We are not an intervenor in

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(1) this, but I am here to respond to any questions (2) people have. I really don't have a statement to (3) make, other than say that enhanced 911 is an (4) address-en system. It's not driven by a (5) telephone number. It is driven by an address. And (6) that is — so as the conversation takes on tonight, (7) we should keep that in front of us as we go (8) forward. I will be happy to respond to any (9) questions that you have.

(10) HEARING OFFICER EVANS: Thank you, (11) sir.

(12) I would now like to describe our (13) procedures for public comment, and I notice I have (14) a long list here — thank you — for public (15) comment.

(16) These procedures are designed to (17) ensure that members of the public have a full (18) opportunity to make their views known to the (19) Department. There are two types of presentations (20) you may make here tonight.

(21) You may give a sworn statement under (22) oath, or an unsworn statement. The Department will (23) listen with equal attentiveness to either type of (24) testimony. However, the law provides that we

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(1) cannot make your statement part of the factual (2) record of this case, unless it is given under (3) oath. Therefore, while you may respond to your (4) opinions given either sworn or unsworn testimony, (5) if you have important facts that should go on to (6) record, it is preferable

if you present your (7) statement under oath.

(8) Now, as a matter of routine when you (9) come forward to speak, I will go ahead and minister (10) the oath unless you tell me otherwise that you (11) prefer not to be sworn.

(12) And traditionally, I will state also (13) that members of the bar representing others, in (14) other words the attorneys, are generally not sworn (15) at these Department proceedings.

(16) After you have heard from everyone (17) who wishes to speak, we will adjourn the hearing. (18) As I said before, the comments you make are being (19) recorded by a court reporter so we can review them (20) again in the Department's decision-making process.

(21) Okay. I would like to state that the (22) Department traditionally allows elected officials (23) have the first opportunity to speak.

(24) Before I go into this list, are there

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(1) any elected official who wish to speak at this (2) time?

(3) Would you like to speak again, (4) Mr. Hammock?

(5) SELECTMAN DANIEL HAMMOCK: Briefly.

(6) HEARING OFFICER EVANS: Let me ask (7) also, when you stand up to speak, and I am going to (8) go through this list in this order, unless someone (9) prefers to speak out of this order, just for (10) efficiency's sake. When you go to speak, if you (11) just state your name and your address for the (12) record. We have this list also, but make sure we (13) have it verbally, so we make sure we have it on the (14) transcript.

(15) SELECTMAN DANIEL HAMMOCK: You (16) mentioned the possibility of speaking out of (17) order. I prefer to let the people on the committee (18) speak first, if they can be heard, or to reserve (19) until later on. Is that possible?

(20) HEARING OFFICER EVANS: Certainly. (21) I have Jacquelyn Boyden on here as (22) first. You are Jacqueline?

(23) JACQUELYN BOYDEN: And I am also the (24) chairperson of the committee.

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(1) HEARING OFFICER EVANS: And that is (2) why I picked up that I thought maybe you would like (3) to speak first.

(4) Okay. If that is the way would you (5) like to go about it then, Ms. Boyden, please go (6) ahead.

(7) JACQUELYN BOYDEN: Do you have to (8) swear me in or something?

(9) HEARING OFFICER EVANS: I do. Okay. (10) Raise your right hand.

(11) Do you swear or affirm that the (12) testimony which you are about to give will be the (13) whole truth?

(14) JACQUELYN BOYDEN: I do.

(15) HEARING OFFICER EVANS: Thank you (16) very much. Please — please proceed.

(17) JACQUELYN BOYDEN: My name is (18) Jacquelyn Boyden, and I'm chairperson of the (19) seven-member area code committee that, along with (20) the Erving selectmen and the people of this town, (21) have asked for this public hearing.

(22) As a note of interest, I have a (23) 413 area code and a Millers Falls exchange.

(24) For the record, I would like to read

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(1) a letter of support that we received from Charles (2) Garrity, III, who is the — from dispatch, from (3) Shelburne Dispatch Control Center. If that is okay (4) to do that.

(5) HEARING OFFICER EVANS: You (6) may — also, would you have a copy for me?

(7) JACQUELYN BOYDEN: Yes.

(8) HEARING OFFICER EVANS: Okay.

(9) JACQUELYN BOYDEN: As a note of (10) interest, you will see that our cover letter says, (11) "Where are we?" No offense to Bell Atlantic, but (12) they have left us out of 978 and put us in under (13) 413.

(14) "To: Jackie Boyden (15) Erving area zip code committee, (16) From: Charles E. Garrity, III

(18) Dear Ms. Boyden, (19) I am writing to confirm our earlier (20) conversation regarding at least four documented (21) cases that there was some confusion generated (22) because of having two different areas codes and (23) exchanges in one town. As you are aware, we (24) dispatch for 23 other towns, and sometimes

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(1) determining the location of the call is the most (2) difficult part of our job. Particularly, when the (3) caller is unaware if they are in Erving Center (4) area, Erving side area, or the Millers Falls area.

(5) I believe it would make it (6) considerably easier for all of your residents if (7) they could just say Erving. It only makes sense (8) from a public safety standpoint that the town (9) should endeavor to pursue this.

(10) Sincerely, Charles E. Garrity, III. (11) I would also would like to point out (12) a few major inconsistencies with the new area code (13) maps that Bell Atlantic has published all over the (14) place that have caused us some concern.

[15] This is one for the 978, as I pointed [16] out earlier. Erving is missing. This [17] isn't — this is — I am not sure why they left us [18] out, but Wendell is there, and they also share the [19] 544 exchange with Orange. They just left out [20] Erving.

[21] But they did put us in 413 right [22] here. Hence our confusion.

[23] HEARING OFFICER EVANS: Excuse me. [24] Is that all of Erving?

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[1] JACQUELYN BOYDEN: Yes.

[2] HEARING OFFICER EVANS: Or is [3] that just a piece of Erving?

[4] JACQUELYN BOYDEN: No. No. That is [5] all of us.

[6] HEARING OFFICER EVANS: That is all [7] of you. Okay. Thank you.

[8] JACQUELYN BOYDEN: We also would like [9] to point out that Erving is not double listed in [10] both the Franklin County phone book or the Athol [11] Gardner phone book, as was once promised us by Bell [12] Atlantic, formerly Nynex.

[13] And there are also incorrect [14] addresses in the listings. An example are a number [15] of Millers Falls addresses when the listing should [16] read Erving. The reason we bring this issue up is [17] twofolded.

[18] One is the fact that townspeople [19] cannot look up telephone numbers within the town [20] without having both telephone books, and I have to [21] tell you, we are not normally sent both telephone [22] books or calling information.

[23] And as Dan Hammock alluded to [24] earlier, depending on who you get on the phone they

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[1] will either tell you Erving is in 508 or they are [2] not in 413, or you have to call a different place. [3] And secondly, the concern of the incorrect address [4] as it relates to the E-911 situation.

[5] And I would like to submit for the [6] record the duplicate street listings of the 978 [7] area code and 544 exchange and the 413 area code. [8] I would like to point out that there is a 1 in 4 [9] chance of an error being made in the 978 area code [10] and a 1 in 5 chance in the 413 area code of having [11] the right address, but in the wrong town.

[12] HEARING OFFICER EVANS: Are you [13] talking about the directories now?

[14] JACQUELYN BOYDEN: No, these are [15] just — these are streets in Erving and the exact [16] same streets in Orange, and they both share 978. [17] 544. So when it comes up, an error could occur, [18] and the same thing for the 413.

[19] And now can I say a personal [20] statement?

[21] HEARING OFFICER EVANS: Please go [22] ahead.

[23] JACQUELYN BOYDEN: Okay. On a [24] personal note, I would like to state this. I would

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[1] be happy for my town of 1,400 people to have all [2] the same area code and to have our own exchange so [3] that I would not have to dial 11 numbers to call my [4] neighbor, the one that lives about four miles from [5] my house in the same town. I would be happy to be [6] able to look up the number of my fellow townspeople [7] without calling information that also requires me [8] to dial 11 numbers, because half my neighbors are [9] not listed in my Franklin County phone book, even [10] though we live in the same town and both reside in [11] Franklin County.

[12] Most importantly, I would like to [13] feel secure in the knowledge that should my family [14] need emergency 911 services, that we wouldn't be [15] the 1 out of 5 possible cases where the call gets [16] sent to the wrong town, all because of the [17] confusion created by the existing system of dual [18] area codes and exchanges that Erving has.

[19] The fear of a misdirected call is [20] justified by the knowledge that since E-911 was [21] implemented in Franklin County just one year ago, [22] there have been five misdirected calls, the latest [23] being just two months ago.

[24] In closing, I would like to ask you

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[1] this. In a situation where minutes could mean the [2] difference between life and death, would you be [3] willing to place your family's life in jeopardy [4] when a situation is really just a computer change [5] away? I'm not. And I believe that the odds are [6] just too great for a potential loss of life not to [7] grant us our request to have Erving in the 413 area [8] code and our own Erving exchange.

[9] Thank you very much.

[10] HEARING OFFICER EVANS: Thank you, [11] Ms. Boyden.

[12] JACQUELYN BOYDEN: I also in this [13] packet gave you, there is a letter of support from [14] Representative Daniel E. Bosley.

[15] HEARING OFFICER EVANS: Thank you. I [16] see it.

[17] SELECTMAN DANIEL HAMMOCK: Nice job.

[18] HEARING OFFICER EVANS: Ms. Boyden, a [19] question. You talked about — excuse me. You will [20] have to excuse me voice. I caught whatever it is [21] that

is going around.

[22] You spoke about five misdirected [23] calls in the past year.

[24] Do you have any, or does anyone who

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[1] is going to testify today have any kind of [2] documentation on the specifics of those —

[3] JACQUELYN BOYDEN: We have —

[4] HEARING OFFICER EVANS: — five [5] misdirected calls?

[6] JACQUELYN BOYDEN: Well, we —

[7] HEARING OFFICER EVANS: Are you [8] planning on testifying, ma'am?

[9] VICKI FELLOWS: My parents called 911 [10] five or six times, and it got sent to Orange.

[11] HEARING OFFICER EVANS: Okay.

[12] Actually, I tell you what, I am going to ask — I [13] am going to go down this list. The reason I ask is [14] that I want to make sure it is going to be covered [15] by someone who is speaking today, if I could.

[16] Thank you.

[17] JACQUELYN BOYDEN: I have an answer [18] to part of it. We don't — all we have from [19] Shelburne Dispatch is that there have been at least [20] four. They didn't get specific with us, though I [21] am sure that if we asked them, they would. We do [22] have the latest discrepancy, the ALL discrepancy, [23] with the — where the call was sent to Orange [24] instead of Erving, and that one is in that packet

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[1] that I gave you.

[2] HEARING OFFICER EVANS: The third [3] page of this packet?

[4] JACQUELYN BOYDEN: Right. It's a [5] faxed copy. I mean these are misdirected calls [6] since we started keeping track. I mean, we have [7] had a history of misdirected calls.

[8] HEARING OFFICER EVANS: Thank you, [9] Ms. Boyden. We may get back to you.

[10] Anyone else from the board — you [11] wanted other members of the board to go first, [12] Mr. Hammock?

[13] SELECTMAN DANIEL HAMMOCK: Sure.

[14] HEARING OFFICER EVANS: Who is next [15] from the board? Who else is from the board?

[16] TOWN CLERK: Probably I was going to [17] be next.

[18] HEARING OFFICER EVANS: Okay.

[19] TOWN CLERK: Richard Newton, 46 River [20] Road. I am a member of the Area Code Committee, as [21] well as — oh, I'm

sorry. I can get sworn in, I [22] guess.

[23] HEARING OFFICER EVANS: Yes, sir.

[24] TOWN CLERK: I didn't mean to carry

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[25] on.

[26] HEARING OFFICER EVANS: I wouldn't [3] want to slow you down, sir.

[4] Would you raise your right hand [5] please. Do you swear or affirm that the testimony [6] which you are about to give will be the whole [7] truth?

[8] TOWN CLERK: Yes, I do.

[9] HEARING OFFICER EVANS: Thank you. [10] Please proceed.

[11] TOWN CLERK: Thank you. I just [12] wanted to let you know who I was. As I said, I am [13] the Town Clerk in town, and I also have inherited [14] the E-911 database directory job, and I did inherit [15] both of these kind of halfway through the process.

[16] And just a little history on what did [17] happen is early on before 911 became activated, I [18] was given a list of all the streets in town with a [19] range of numbers that say, you know, from this [20] street, beginning at number 5 through number 35, [21] this includes all the houses that could possibly be [22] on that street, and I reviewed that list, made [23]

[24] appropriate corrections and, you know, [25] made it, [26] sealed it, sent it back to the 911 people down

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[1] in — I think it was Fall River, figured that I had [2] done everything that I was supposed to do. I mean [3] that was all the instructions that had been given [4] to me at that point in time.

[5] And then come to find out later on [6] that there was contained within that address I [7] think, she is going to speak on it over here — a [8] 5 West Main Street, which again is this ALL [9] discrepancy that came up. On the list that I sent [10] to Fall River, I included from 3 West Main through [11] 200 something West Main as valid addresses; and [12] when this phone was put in at 5, I believe 911 was [13] already activated, because that was activated, I [14] believe, July 1 of '96. And I'm not sure when that [15] phone was put in, but I think it was after that [16] point in time. But again I am sure she can speak [17] to that issue. And the concern is that that is the [18] very phone that was used to make an emergency call, [19] and the screen obviously popped up that it was in [20] Orange and not in Erving.

And I believe that part of the [22] confusion was because of the 544 exchange. Had [23] Erving had its own exchange then I don't think [24] there would have been the human error of

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[1] incorrectly entering the address as Orange into the [2] computer system, because, you know, the exchange [3] wouldn't match, and we would have looked at that, [4] and somebody would have caught it, or the system [5] would have kicked it out, or whatever.

[6] And so again, I think this is [7] stronger evidence to point to the fact that we are [8] concerned about what is being presented on these [9] screens, and thinking that if we are under one area [10] code, one exchange, that that is going to help [11] eliminate those kinds of problems.

[12] That is pretty much all I have to say [13] officially, unless there is some questions about [14] the process that we went through on this.

[15] I do have other personal comments I [16] can either make now or reserve to later, but —

[17] HEARING OFFICER EVANS: Why don't you [18] go ahead and complete your comments, and I do have [19] a couple of questions for you, sir.

[20] TOWN CLERK: Okay. One of the things [21] that I did in my researching of this is I made an [22] interesting phone call from the 413 area code. [23] From 413, I dialed information and asked for the [24] Erving Town Hall phone number, and that was not a

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[1] problem. I got that number. And then from the [2] within the 43 area code, I dialed the (978) [3] 544-1212 to get information and asked for the [4] Erving Town Hall, and they couldn't find it. And [5] when I asked the person that I was talking to, I [6] said, Well, actually, I don't really need the [7] number. I know what the number is, but I would [8] like you now to give me some sort of written [9] document that says you can't find that number. And [10] she says, I can't do that. You will need to speak [11] to my manager, and she transferred me to the [12] manager. And after talking with the manager for a [13] little while, lo and behold, she says, Oh, I have [14] the number here. And she did actually have the [15] number, but my concern is that she wouldn't tell [16] me: (A) what happened, why the first person was [17] not able to get that number; and the second thing, [18] is that is the town hall the only number that we [19] have a problem with. I don't know. I only asked [20] for the town hall number.

[21] I do know there was a period of time [22] that when people were calling information for the [23] Orange Town Hall, they were getting my number in [24] the office as Town Clerk. That is what Bell

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[1] Atlantic was handing out. So again, there is still [2] this confusion of, you know, and that is [3] information directory assistance, and it's not [4] related to 911, but they are all kind of [5] inter-related, and these are the types of issues [6] that we are dealing with on a daily basis here. [7] And, you know, are just trying to make life easier [8] all the way around for everyone.

[9] And also, I have a couple of [10] questions. I don't know if this is a good time to [11] ask questions, but I do have questions of John from [12] Bell Atlantic, if that is appropriate, or that [13] should wait until the end. I don't know.

[14] HEARING OFFICER EVANS: You can go [15] ahead and ask them.

[16] MR. NESTOR: Could I ask a question [17] first of you?

[18] TOWN CLERK: Sure.

[19] MR. NESTOR: When you dialed the [20] first time —

[21] TOWN CLERK: Yes.

[22] MR. NESTOR: — did you get a Bell [23] Atlantic operator, or did the operator identify [24] themselves?

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[1] TOWN CLERK: When I dialed the first [2] time, I just dialed the — was it 411?

[3] MR. NESTOR: 411.

[4] TOWN CLERK: Right, and I didn't pay [5] any attention to — I was just looking for [6] directory assistance. So I do not know —

[7] MR. NESTOR: When you dialed the [8] second time, did the operator identify themselves?

[9] TOWN CLERK: They identified [10] themselves so far as to say that after chatting [11] with them that they were in Arizona, okay.

[12] MR. NESTOR: You didn't have [13] it — right there. You didn't have a Bell Atlantic [14] operator.

[15] TOWN CLERK: Okay.

[16] MR. NESTOR: That is the problem. [17] You went out on another carrier's network. Your [18] answer — call was answered by an operator base in [19] Arizona. It was not even answered by Bell [20] Atlantic. That is what I was trying to point out.

[21] TOWN CLERK: Okay.

[22] MR. NESTOR: Because what had [23] happened here is you went across a LATA. I was [24] talking about going across a LATA. Bell Atlantic

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[1] cannot carry a call from 413 to 508.

[2] TOWN CLERK: Okay.

[1] MR. NESTOR: So when you try to go [2] across — what happened in the old days — I [3] understand the database. I dealt with it. I [4] worked the issue for Bell Atlantic. In real simple [5] terms, in the old days all the carriers, ATT, MCI, [6] Sprint hired Bell Atlantic to do the directory [7] assistance.

[8] So we all worked on a uniform [9] database, and it worked out real well, because we [10] both had access to the same thing. With the new [11] competitive market, long-distance carriers, who [12] carry that call from 413 to 508 have chosen not to [13] use Bell Atlantic for their directory assistance. [14] In your case, you said you were answered by a [15] directory assistance operator in Arizona.

[16] TOWN CLERK: Right.

[17] MR. NESTOR: So there is a different [18] company involved here.

[19] TOWN CLERK: That is correct.

[20] MR. NESTOR: So where they get the [21] database information, we don't know.

[22] TOWN CLERK: Oh, you don't supply

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[1] it? You are not all —

[2] MR. NESTOR: We do not supply it [3] so — but the point is — the point is this is part [4] of — this is an issue that has come up to due to [5] competition in the telecommunications industry. [6] It's not the same monopoly phone company anymore. [7] And it doesn't surprise me, because I have had the [8] same complaint from Erving earlier last year that I [9] had to deal with, and I was the one that was [10] working with trying to make sure at least our [11] operators for 411 purposes had both the 508 and the [12] 413 numbers.

[13] But if you deal it the way you dialed [14] it, which is the 1 (978), you went across on a [15] carrier's network. I don't know which carrier you [16] happened to have. Whoever is subscribed to that [17] phone's network, and whatever operator base they [18] are using is in Arizona. Bell Atlantic does not [19] have operators in Arizona.

[20] TOWN CLERK: Yeah. Okay. I was not [21] sure, you know, how everything worked. I couldn't [22] get from them who they actually worked for. They [23] simply said that we are a company that the carriers [24] contract with. That is all that she would say is

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[1] some —

[2] MR. NESTOR: The natural assumption, [3] since it's been a monopoly for years —

[4] TOWN CLERK: Yeah.

[5] MR. NESTOR: — is that we are the [6] phone company. With the world of competition, we [7] are not longer just the phone company.

[8] TOWN CLERK: Okay. Fair enough.

[9] MR. NESTOR: Your question.

[10] TOWN CLERK: Okay. Let's see. I [11] just wanted to say a couple of things. In terms of [12] calling plans, you know, should the area code [13] change and the exchange change, we as a committee [14] were aware that we would lose perhaps some of those [15] benefits of being in the 508 area code, some of [16] those calling plan issues and things like that.

[17] We did not canvass the town [18] completely. These issues did come up a little bit [19] at Town Meeting, but there was a general consensus [20] that whatever had to be given up on either end of [21] town, changing your number, the exchange, and [22] changing the area code and the exchange on this end [23] of town, everyone at Town Meeting felt that it was [24] worth to do, even though they may lose some

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[1] benefits, as to where they might be going. So that [2] made sense to us to go ahead still and to pursue [3] this. So I don't think that is an issue.

[4] And also businesses in town have also [5] supported this. We have only one business that has [6] written us a letter saying they are not in support [7] of it. We have letters from most of the other [8] businesses saying they do support it. So I don't [9] think that that is a terribly big issue.

[10] HEARING OFFICER EVANS: Excuse me [11] just a minute. Can I just ask a question. My [12] understanding is there was some sort of town ruling [13] to the effect that — that addresses the issue of [14] losing certain dialing or local calling plans; is [15] that correct?

[16] TOWN CLERK: There was an article on [17] the town warrant at last year's Annual Meeting that [18] simply said we want to go to one area code.

[19] HEARING OFFICER EVANS: Do you have [20] any — any kind — anything from the town, say town [21] minutes or something like that?

[22] TOWN CLERK: On the last page is a [23] certified vote of what the actual article was.

[24] HEARING OFFICER EVANS: Okay. We

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[1] got —

[2] TOWN CLERK: You had it in your [3] packet that is on the table there that Jackie gave [4] you, I believe.

[5] JACQUELINE BOYDEN: It's on the very [6] last page.

[7] TOWN CLERK: It does — you know, the [8] discussion that took place there wasn't there, but [9] the actual article was there.

[10] HEARING OFFICER EVANS: Thank you.

[11] TOWN CLERK: John, just another [12] question, too, that I was curious about. Where you [13] talked about in three to five years where we are no [14] longer going to be geographically tied to area [15] codes.

[16] What you are suggesting is that [17] everybody is going to have a number, and they are [18] going to take it with them wherever they go?

[19] MR. NESTOR: That is right.

[20] TOWN CLERK: I am wondering, first [21] off, if it's going to be a mere three to five years [22] for that to happen. I remember when the, you know, [23] MCIs and the Sprints of the world started coming up [24] and, hey, when are you going to come to Erving?

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[1] Oh, we are not schedule to be there for ten years, [2] okay. We are a fairly rural community. We don't [3] even have good cell phone reception along Route 2 [4] through here.

[5] Did you try yours? [6] You know, I wonder if the technology [7] is really going to take place there. And, you [8] know, the erosion of the area code would take place [9] slowly anyway, even at such point in time that this [10] service would be offered, because then as people [11] move out of Erving, which we don't have a large [12] turnover, generally speaking, you know, so you [13] still would be pretty much oriented towards your [14] area. I would just like your views on that.

[15] MR. NESTOR: It's a fair question, [16] because I can't predict what is going to happen in [17] the future as far as technology, but I do know the [18] following: Bell Atlantic is under an obligation if [19] it wants to get into the interLATA business to open [20] up our network to competitors.

[21] Under the Telecommunications Act in [22] February of 1996, there is a 14-point checklist. [23] One of the points on that checklist, it says we [24] have to do something called number portability, and

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[1] there are various phases of number portability.

[2] The first one is we have to make it [3] available so that if you want to leave Bell [4] Atlantic and go to another carrier,

even though at [5] your house, let's say, you have to take it with [6] you. It's called "service number portability," [7] where — actually the number stays, but you change the local carrier. That is the first [9] level.

[10] The second level of that, or the [11] third level of that, as they call it, depending on [12] what variation you have is the number now becomes [13] portable beyond the geographic area. And you are [14] starting to see the very beginnings of it put into [15] the marketplace by carriers like MCI, if you've [16] seen their ad, where they call, and it ends up on a [17] golf course. That is the concept.

[18] How fast will it get here? I do know [19] we are under obligation to start to deploy the [20] technology. We have started this past week in [21] New York to deploy the very beginning of this [22] technology. Now, I can't predict how fast [23] technology will run, but all I was trying to point [24] out is what we are looking at here is on a

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[1] long-term basis this concept of a number being [2] tied, and long-term can be anywhere in this [3] industry from three to five years.

[4] TOWN CLERK: Right.

MR. NESTOR: Because the technology [6] is moving so fast. If I knew what the Internet was [7] five years ago, I would be sitting in a nice sunny [8] place, because I would have invested in it. But [9] that is how fast technology is moving. And whether [10] it's three or five years, or it's out here, all I [11] know is I am under an obligation to start putting [12] that technology in my network by law. And [13] eventually, I am assuming, it's going to evolve to [14] that, because if someone wants to come out here and [15] compete for your business, they are going to look [16] to Bell Atlantic and say, Have you put it in the [17] network. So maybe three, maybe five.

[18] The point here is not trying to get [19] you down to a three, five or seven. The point here [20] is what the town is actually requesting, which is a [21] geographically-based system is being undermined by [22] technology. It's also being undermined by the [23] marketplace. I don't know if — has anyone — I [24] don't want to know anyone's interests here, but

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[1] when Connecticut opened its market competition, [2] the very first three as the competitors brought [3] into the market were permanent plans, 10 cents a [4] minute, 5 cent a minute, 8 cent a minute; you have [5] seen the dime lady and all that. It's a per minute [6] plan for

anything. And if you stop and think about [7] it for one minute, under a per minute plan there is [8] no concept of local. It's 10 cents no matter where [9] you call, anywhere you call in the United States. [10] There is no concept of local.

[11] If a customer signs up for that plan, [12] you really don't have local service. You have our [13] plan. So you have got two moving forces I see [14] coming in out there: One is the marketplace where [15] you see plans that are taking geography out, and [16] then you have the concept of a number portability. [17] Now those two things are very powerful things to me [18] that say maybe it's ten years out here, maybe it's [19] nine. But across the state, I see this starting to [20] undermine the concept of we want our number in our [21] own area, because people are going to have that [22] mobility and get up and move around.

[23] TOWN CLERK: Now, with that in mind, [24] how are we going to deal with looking up phone

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[1] number issues?

[2] MR. NESTOR: You are going to have a [3] number. It's going to be your number. It'll [4] be — the long-term plan of this is it's going to [5] look like a Social Security number. You are [6] probably going to get that and your social at [7] birth, and that is going to follow you around. I [8] mean I'm talking — I don't know what it is, 5, 10, [9] whatever, but that is what the long-term plan is [10] with technology. You take your number at birth, [11] and you bring it with you.

[12] Right now, I don't know if people [13] realize this, Bell Atlantic owns the phone [14] numbers. By tariff filed with the Department, we [15] own the phone numbers. That is why we are able to [16] do, for example, a forced area code change on [17] people, because they are not your numbers. They [18] are our numbers. But the Telecom Act has said [19] though is when we go to this concept of number [20] portability, Bell Atlantic loses the ownership of [21] that number, and it becomes your personal number. [22] And so now, we lose the number, and now it's your [23] number. Most people think that is their phone [24] number today. I will tell you right now that

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[1] everyone thinks it's their phone number. But we [2] found out when we did the area code changes, [3] particularly in Eastern Massachusetts, that most [4] people got very upset, because you — they said, [5] You are changing my phone number. And from a [6] purely legal point of view, we say: No, we are [7] not. We are changing something we own, and that is [8] the only way we can

legally change peoples' phone [9] numbers during an area code change. So I don't [10] know if you know that, but that is what I'm [11] saying. It's going to be a personal thing to you.

[12] TOWN CLERK: I am still not — I [13] mean —

[14] MR. NESTOR: I am not trying to [15] convince anyone. I'm just telling you that [16] this — these are the trends we see, so that when [17] the town comes to us and says we would like you to [18] do this, it's one factor we have to weigh against [19] the legal issues, the customer care issues, and the [20] business-type issues that you want us to do, [21] because, and we are — also the time line to do [22] those things. It has to be factored in to say: [23] Does this make sense if five years — it's going to [24] take us three years to do it, and we might have

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[1] number portability. We have to weigh that. That [2] is all I am saying.

[3] TOWN CLERK: Okay. But going back to [4] my original question of what are we going to do for [5] phone books? How — how do you — you know, I mean [6] this is getting off the subject perhaps just a [7] little bit. But I mean presumably, you still need [8] to look up John Doe down the street?

[9] MR. NESTOR: Right. There is going [10] to have to be a need coordination amongst all the [11] carriers. Just so you know, Bell Atlantic doesn't [12] have a monopoly on a phone book. Anybody can put [13] out a phone book. There is no copyright on the [14] Yellow Pages. Anyone can put out a phone book. [15] But what is going to have to happen is there is [16] going to be need to be coordination amongst all the [17] carriers who have telephone numbers. For example, [18] we sign agreements as part of the Telecom Act with [19] our competitors so that they — we take their [20] numbers and their customers, and we put them in our [21] phone book. So they will be responsible for them [22] in our phone book.

[23] Now, will we be the only book out [24] there? My guess is sometime someone is going

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[1] to — I mean, up in my neck of the woods there are [2] small niche players who have their own phone [3] books. They put out their own local phone books. [4] They are not associated with Bell Atlantic. They [5] get the data, and they put it out. And I assume [6] some of the larger carriers, like AT&T, the big [7] ones, will want to put out — at some point want to [8] put out their own phone book, because they will [9] look to get

your advertising instead of giving it (10) to us and everything else. So we're not going (11) to — it's again, we are not going to be the only (12) game in town anymore. We passed that bridge a long (13) time. It's not the monopoly world anymore, and we (14) can't — for Bell Atlantic, we can't think in that (15) mind set. We have to think in the world of (16) competition.

(17) TOWN CLERK: Thank you.

(18) HEARING OFFICER EVANS: I have some (19) further questions for you Mr. Newton.

(20) TOWN CLERK: Yes.

(21) HEARING OFFICER EVANS: You mentioned (22) that you received copies of letters from businesses (23) in town that support the change, and one business (24) that does not support the change.

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(1) TOWN CLERK: Correct.

(2) HEARING OFFICER EVANS: May I ask for (3) copies of those letters.

(4) TOWN CLERK: Yes. I am not sure I (5) have them with me right —

(6) HEARING OFFICER EVANS: It doesn't (7) have to be right this moment.

(8) TOWN CLERK: Okay.

(9) HEARING OFFICER EVANS: I would be (10) interested in getting copies of those letters, (11) please.

(12) TOWN CLERK: Yup.

(13) HEARING OFFICER EVANS: Now did you (14) solicit those letters —

(15) TOWN CLERK: Yes.

(16) HEARING OFFICER EVANS: — or how did (17) those letters come?

(18) TOWN CLERK: We —

(19) HEARING OFFICER EVANS: Maybe I can (20) get a copy of whatever you used to solicit the (21) letters, also.

(22) TOWN CLERK: I think it was verbal (23) mostly.

(24) HEARING OFFICER EVANS: Was it

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(1) verbal? Okay.

(2) TOWN CLERK: Because, you know, again (3) we are a small town. Pretty much everybody knows (4) everybody else, and so, hey you are in support of (5) this, fire off a letter for us, would you? And (6) so —

(7) HEARING OFFICER EVANS: Okay. And (8) the other question, I would like to go back to the (9) beginning of your statements, and just I — I am a (10) little unclear about what you actually did (11) regarding the database, the E-911 database. I want (12) to be clear as to what the town actually did with (13) that. I'm going ask you to repeat that, because (14) again I was a little unclear about that.

(15) TOWN CLERK: Okay. What I had done (16) was originally I had received — at the time it was (17) Nynex — a list of all the streets in town, right, (18) that simply had a range of numbers on the street. (19) In fact, I can give you a copy of that, too, if you (20) would like one.

(21) It's in here somewhere.

(22) HEARING OFFICER EVANS: Is this the (23) master street address guide?

(24) TOWN CLERK: Yes, the M side.

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(1) HEARING OFFICER EVANS: Okay. Okay.

(2) TOWN CLERK: Right here. This (3) is — this one was printed — and again I can take (4) pictures of it and give it to you, but this one was (5) printed on June 6, '96. They sent it to me and (6) said, Please review and make any changes (7) necessary. So that is what I did, you know.

(8) HEARING OFFICER EVANS: And that list (9) shows what, shows what numbers are on each street? (10) What phone numbers are on each —

(11) TOWN CLERK: No. No. No. No phone (12) numbers. It simply shows the street name and the (13) low house number and the high house number, whether (14) it's odd, even or both. That is — and what ESN (15) number, you know, 195, for the town. That is all (16) that it shows.

(17) So I went through this and reviewed (18) this list and, you know, added whatever streets (19) needed to be added, corrected names where they (20) needed to be corrected, and assumed that from that (21) that was all I needed to do. There were no other (22) instructions that I had. But again, I did jump (23) into this in the middle, and I don't know what had (24) been done prior to this list even being generated.

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(1) Okay.

(2) HEARING OFFICER EVANS: Okay.

(3) TOWN CLERK: But this is where I came (4) in, and I went through and reviewed this and sent (5) this back to Nynex. Okay.

(6) HEARING OFFICER EVANS: Okay.

(7) TOWN CLERK: Okay. And then as we (8) will hear later on, there was a phone number that (9) was installed, I believe, that it was after 911 was (10) up and active. Now, I am not 100 percent sure on (11) that date. I have only heard it through the (12) grapevine, so I can't swear to that, but I (13) understand that it was after 911 started, and it (14) ended up with the address of Orange, 5 West Main, (15) Orange.

(16) Now, I do have, and I did submit that (17) I do have, yes, I have a West Main

Street, and it (18) goes from 3 to 200 something. So 5 in my mind (19) should have been include in that. And that was my (20) only point, I guess, that I was trying to make.

(21) MR. DENNY-BROWN: Can you corroborate (22) the other — the other three or four mistaken (23) dispatches as well with an impact?

(24) TOWN CLERK: I have no other — I

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(1) have other ALL discrepancies that are all within (2) town. Okay. Now, I don't usually get those. I am (3) about the last one to know. I would think being (4) the 911 database coordinator that I should be like (5) the first one on the list, but I am the last one (6) that gets it. It goes — by the time I get it, it (7) has got signatures on it from the Fire Chief and (8) from, you know, the State Police, or whoever, and (9) you know, I'm usually the last one to get it. And (10) by the time I get it, Nynex or Bell Atlantic now is (11) calling me and saying, Hey, we updated this. Do (12) you want to sign that and send it back to me, you (13) know, so I am kind of on the tail end of it.

(14) But all the ones that I do have are (15) for address discrepancies, other than this 5 West (16) Main, are for address discrepancies within the town (17) itself. You know, like the most current one we had (18) was two weeks ago, 15 East Prospect Street. Well, (19) no, it should have been 15 Prospect Heights. (20) Okay. That is the most recent one we had. But (21) those are both streets within the Town of Erving.

(22) HEARING OFFICER EVANS: Can I ask (23) you — I am looking at this package that Ms. Boyden (24) gave me. "Duplicate Streets in the 978 area code

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(1) and 544 exchange."

(2) The first one, Briggs Street. Briggs (3) Street appears in Erving; Briggs Street appears in (4) Orange.

(5) TOWN CLERK: Correct.

(6) JACQUELYN BOYDEN: Right.

(7) HEARING OFFICER EVANS: Is that (8) because Briggs Street runs from Erving to Orange?

(9) TOWN CLERK: No, it doesn't.

(10) JACQUELYN BOYDEN: It just means that (11) Orange has a Briggs Street and Erving has a Briggs (12) Street.

(13) HEARING OFFICER EVANS: Could there (14) be a number 1 Briggs Street in both towns?

(15) JACQUELYN BOYDEN: Yes.

(16) TOWN CLERK: Absolutely.

(17) HEARING OFFICER EVANS: Okay.

[18] TOWN CLERK: I mean, I don't know [19] what the numbers are in Orange. Okay, I don't know [20] what their range of numbers are is. I only know [21] what my e is.

[22] HEARING OFFICER EVANS: The reason I [23] am asking is that this MSAG would not catch the [24] fact that there is a 1 Briggs Street, because

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[1] Orange would also submit an MSAG that says No. 1 —

[2] TOWN CLERK: Right. That is why we [3] were —

[4] HEARING OFFICER EVANS: — Briggs [5] Street is a valid street in our town — is a valid [6] address in our town is what you are saying?

[7] TOWN CLERK: Absolutely. And they [8] do, I'm sure, have a 5 West Main Street. I don't [9] doubt that for an instant.

[10] But my question is: If there was a [11] different exchange then I would suspect that there [12] would have been a notification on the computer [13] screen somehow that said, Hey, you don't have, you [14] know, or you are entering in the wrong place, or [15] something like that, because this exchange is not [16] the Orange address. It doesn't tie up with an [17] Orange address.

[18] HEARING OFFICER EVANS:

Mr. Watkinson, how does — how does the [20] computers — how do the computers of your [21] database differentiate between the towns, the [22] two towns having the exact same address and [23] same exchange appearing in of both towns?

[24] ROBERT WATKINSON: Well, I

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[1] really — I can speculate on it. It's really a [2] Nynex or Bell Atlantic question.

[3] How you want to handle that? Do you [4] want me to?

[5] MR. NESTOR: Well, why don't we [6] handle it together, because I think the — the [7] state law that is set up for 911 has a coordination [8] amongst the town, Bell Atlantic and SETB. It's [9] really not a regulatory issue. We are required by [10] law to run the 911 system, but we take direction [11] from both the towns and SETB, and we play a primary [12] role, because the basic database that they use is [13] the Bell Atlantic telephone database as a starting [14] point.

[15] So if you call up and say, or if [16] someone calls up and says, I'm — here is phone. [17] and I am in Orange, and go into our database [18] as that, and they actually live on the end of [19] Erving then what is going to happen is we are going [20] to show them in Orange; and Bob's systems, I [21] believe — correct me

if I am wrong — show that in [22] their system as Orange.

[23] ROBERT WATKINSON: It's whatever gets [24] reported.

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[1] MR. NESTOR: And then SETB is going [2] to tell us where to point that, which is please [3] send this to Sherborn or send this to whoever we [4] want to have respond to this line, and we take [5] direction from them.

[6] Now, if it really — if the customer [7] says that to us, for example, the customer when [8] they started ordering phone service, said, Hi, I [9] live in Orange, East Main Street, Orange, we put it [10] in that way. We don't go out and check physically [11] where everything is. We put it in the database [12] that way. If I can just — I will be glad to take [13] your question. I would be glad to take your [14] question, but that is — first I want to say there [15] is a three way coordination here of the town, SETB [16] and Bell Atlantic working together. Now it might [17] just be that the town says, I think you were [18] talking, Mr. Newton, about oh, you are here from [19] the phone company and you corrected that. Well, we [20] find out, because we either send somebody out to [21] install or whatever that, hey, that is not really [22] where it is. We send it back to you, or send it to [23] Bob to have it — if it has to be resent or [24] whatever. But there is a coordination between the

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[1] three. I'm sorry.

[2] VICKI FELLOWS: 5 West Main Street is [3] the center of Erving, the very center. It's the [4] Erving store. So it couldn't have been reported as [5] being in Orange.

[6] MR. NESTOR: I don't know your [7] specifics. I would have take it and go back and [8] trace it to the system as to what it did. But I [9] mean that is an example of how you can get a wrong [10] street, for example. A customer gives you, because [11] they live at the end of a town, or they think that [12] I'm — or that it's not a big deal or that kind of [13] thing. That is an example of how you can get into [14] the database. The other ones can be errors. I [15] mean it could have been entered in as Orange, and [16] it should have been Erving when they originally [17] entered in. There is a number of ways of doing [18] it.

[19] But the issue of how do you fix it so [20] that it doesn't happen, so that the public safety [21] is the number one criteria is an issue that the [22] town, Bell Atlantic and SETB have to work on [23] together. And it really doesn't have anything to [24] do with an area code, because, as Bob said, the

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[1] system is address driven. The critical thing is [2] not what area code you put in the system. The [3] critical thing is did you put the right address in [4] so that when it comes up on the emergency screen is [5] the address.

[6] TOWN CLERK: Right. That is what [7] comes up on the screen. But is not that address [8] keyed by phone number?

[9] MR. NESTOR: The address is tied to a [10] phone number, there is no doubt about it.

[11] HEARING OFFICER EVANS: The [12] correlation between address and telephone number is [13] that in — starts with Bell Atlantic database; is [14] that correct? You said you started with Bell [15] Atlantic —

[16] MR. NESTOR: Our database serves as [17] the basic primary starting point to —

[18] HEARING OFFICER EVANS: What is in [19] your database?

[20] MR. NESTOR: Telephone numbers. If [21] people —

[22] HEARING OFFICER EVANS: — and [23] associated addresses?

[24] MR. NESTOR: And associated

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[1] addresses.

[2] HEARING OFFICER EVANS: Names and [3] addresses?

[4] HEARING OFFICER EVANS: Names and [5] addresses, when the customer tells us, Hi, put a [6] phone in here.

[7] MALE HEARING PARTICIPANT: Excuse [8] me. We have to move a car. Can I [9] just — 215-FEB. It's a Volkswagen, red one.

[10] Thank you. Sorry.

[11] MR. NESTOR: But there is a [12] coordination amongst the three of us. So we start [13] with us, and working with the town, who has [14] to — who I think Mr. Newton said he had to check [15] all the numbers that were sent to him. And the [16] town has other responsibilities under SETB [17] guidelines that they have to take care of as far as [18] whether they have to number something or — you can [19] speak to that, Bob. It's what your guidelines [20] require a town to do. And then it goes to SETB.

[21] HEARING OFFICER EVANS: Okay. I want [22] to just for — so the Department understands the [23] roles that each of the three groups play. Bell [24] Atlantic has — starts with a database. It has a

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[1] name, address and phone number —

[2] MR. NESTOR: Uh-huh.

[3] HEARING OFFICER EVANS: — and [4] provides that database to SETB?

[15] ROBERT WATKINSON: To the Town.
[16] HEARING OFFICER EVANS: Provides that [7] database to the Town. The town then what, verifies [8] the database.
[19] TOWN CLERK: I don't get — I mean [10] when somebody puts in a new phone, I don't get [11] anything.
[12] MR. NESTOR: No, but when we first [13] set up the system —
[14] TOWN CLERK: When it was first set [15] up, yeah.
[16] MR. NESTOR: You got a name and [17] address verification, I believe, working, because [18] the towns had to all get together and decide [19] whether you were going to do it yourself or you [20] were going to do it in conjunction. You had to [21] come up with a system, and you had to commit to [22] certain guidelines that SETB had passed.
[23] ROBERT WATKINSON: What they [24] submitted is what Mr. Newton talked about before.

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[1] MR. NESTOR: Right.
[2] ROBERT WATKINSON: The MSAG is a [3] range of numbers on the street. That is the first [4] thing that is sent.
[5] HEARING OFFICER EVANS: Sent by Bell [6] Atlantic to the Town is the MSAG?
[7] MR. NESTOR: Right.
[8] HEARING OFFICER EVANS: But that does [9] not have the telephone numbers on it?
[10] ROBERT WATKINSON: Right, that does [11] not have telephone numbers, that is correct. As [12] that is worked through, again between the [13] town — and each town has a specific liaison person [14] designated, and Bell Atlantic who works out of Fall [15] River, and they — there is a coordinator that [16] Mr. Newton works with to try to resolve issues.
[17] Now if there are —
[18] HEARING OFFICER EVANS: I am [19] confused, because we are talking — so far MSAG [20] doesn't have phone numbers on it.
[21] When does the town — or does the [22] town, or does the town review a listing of [23] addresses and phone numbers?
[24] ROBERT WATKINSON: When it becomes an

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[1] issue such as it has here.
[2] MR. NESTOR: That is right.
[3] ROBERT WATKINSON: They now — Bell [4] Atlantic has provided to Mr. Newton a complete list [5] of all 815 people in town, what their address is, [6] their name, and their telephone number, unless it's [7] unlisted and their telephone

number is not given, [8] it's blanked out, so those issues, so that that [9] person's privacy is still protected. But all the [10] other telephone numbers and addresses now have been [11] submitted to — and this what we are working, this [12] is how we got involved from the state perspective, [13] because in December I got notified by the [14] Department that there was this problem in Erving. [15] Up until then, the board itself hadn't been [16] involved. And we said, okay, now we are going to [17] stay in the middle of this one, because we want to [18] get it resolved. And what has to be done now is [19] this list that was given to Mr. Newton of all the [20] names and telephone numbers and addresses has to be [21] coordinated with a map that he also has prepared, [22] which is very detailed that has the entire state, [23] the entire Town of Erving with every house and [24] every address on it.

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[1] So it sounds very onerous; however, I [2] think what we found in the past is your problems [3] are really on your edges. They are where you go [4] into a bordering community of Gill on one side with [5] their French King Highway and where you go into [6] Orange on the other side of West Main Street. They [7] concentrate on those. Pretty much you will find [8] that that is where your errors are. So I don't [9] know how to respond to the one where it's in the [10] center of town that it got called Orange. I mean [11] that's —
[12] HEARING OFFICER EVANS: Let me [13] just —
[14] ROBERT WATKINSON: That is something [15] that Mr. Nestor has to check that.
[16] MR. NESTOR: I would have to go check [17] back, because I agree. It should happen on the [18] edges most where you have the thing. That is not [19] to say it can't make mistakes.
[20] HEARING OFFICER EVANS: Now, so the [21] town currently has this list?
[22] TOWN CLERK: Yes, I got it a week or [23] so ago of all the phone numbers.
[24] HEARING OFFICER EVANS: So you folks

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[1] are going to review that list with Bell Atlantic; [2] is that the next step?
[3] TOWN CLERK: In talking with Bob, the [4] next step for us to do is to review that list and [5] to verify, yes, everything on that list and then [6] recertify it. I guess back to — do I send it to [7] you? All I got in the envelope was that list. I [8] don't know who to send it to once I'm done with [9] it.
[10] ROBERT WATKINSON: It's strictly

[11] between the town and Bell Atlantic; and at this [12] time, we are going to stay in the middle of it, [13] only because of, you know, the public safety issue [14] that is here that has to be resolved, and we are [15] very concerned about.
[16] But the step now that should be taken [17] is the telephone numbers, names and addresses that [18] he has received should be coordinated with the map, [19] and very soon you will find out that either you [20] have all the telephone numbers there and names, or [21] you don't. Because if you have addressed your town [22] properly, and you have, from what I have seen of [23] your town maps, all of a sudden you are going to [24] find out there is no telephone number at 3 Main

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[1] Street, or 6 Bridge Road, and you can say. But I [2] know that the Joneses live there. Whoops, there is [3] a problem. We have to go get that corrected. We [4] get to that level of detail.
[5] HEARING OFFICER EVANS: Now once this [6] coordination happens, and this list again is [7] recertified, and let's assume we catch everything. [8] We have got a full listing of all the numbers now [9] and associated names and addresses. How is that [10] list maintained on a going forward basis so that [11] when numbers are added, deleted, changed, moved [12] that the list doesn't go out of kilter again?
[13] ROBERT WATKINSON: You are talking [14] telephone number changes, or you are talking street [15] changes? They are two different changes.
[16] HEARING OFFICER EVANS: I think [17] telephone number changes would be more — would [18] happen more often than actually a street moving.
[19] ROBERT WATKINSON: When somebody [20] calls Bell Atlantic and wants new service ordered [21] at —
[22] MR. NESTOR: "X" Street.
[23] ROBERT WATKINSON: — "X" Bridge [24] Road. We should know who lives at 6 Bridge Road.

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[1] MR. NESTOR: We should know —
[2] ROBERT WATKINSON: They are going to [3] have on their records, guess what, at 6 Bridge Road [4] it used to be telephone number 568-1234. It's not [5] there anymore, but there was a number there. That [6] numbers gets wiped out, and the new number gets put [7] in on top of it.
[8] HEARING OFFICER EVANS: By Bell [9] Atlantic in their database?
[10] ROBERT WATKINSON: Once they do a [11] service order, and they have identified that [12] one — that 6 Bridge

Road is in Erving then that (13) system will — the computer system automatically (14) will pop up that that is in Erving. But it does (15) have to take this next step for to occur.

(16) TOWN CLERK: What will be the (17) procedure with a new house that is built?

(18) MR. NESTOR: Well, a new house has to (19) have a location associated with it, right, assuming (20) it's in town?

(21) TOWN CLERK: Right. Right, and I (22) will have give it a number on the street.

(23) MR. NESTOR: And you will have given (24) it a number, and that number is like at the very

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(1) beginning when you said this street runs from 2 to (2) 100.

(3) TOWN CLERK: Right.

(4) MR. NESTOR: So what should have (5) happened is any telephone number we disburse that (6) has a number 2 to 100, should be Erving, go into (7) our database by service order to Bob's organization (8) to say, Where do we point this? Oh, it's Erving. (9) We point it —

(10) ROBERT WATKINSON: It's automatic.

(11) MR. NESTOR: It's automatic, and all (12) this will be done. But then it will be noted at (13) the appropriate public every answering point that (14) services that address.

(15) ROBERT WATKINSON: To answer your (16) question, as long as it's in the range. Let's say (17) your range is from 2 to 81, which I think it is on (18) West Main Street, as long as it's a house between 2 (19) and 81, fine. If somebody says, I just moved into (20) 83 West Main Street, a big tilt comes up on Bell (21) Atlantic computer and says we can't give you (22) telephone service. It doesn't exist. And it comes (23) back then to the town to just — to justify between (24) Bell Atlantic and the town —

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(1) MR. NESTOR: You have to let us (2) know.

(3) ROBERT H. WATKINSON: — is 83 really (4) a new number, or is this person in town. I don't (5) know that they are in the wrong location. So that (6) is how — that is the check on the number range. (7) The other check is on new developments or a new (8) street put in town. The burden is on the town to (9) notify Bell Atlantic when that happens that we now (10) have Cross Street, and Cross Street is now (11) named. You should accept telephone service in (12) Cross Street from 1 to 10. If somebody comes in (13) with 12 Cross Street, it's going to bounce out of (14) the system again. But those are the two

checks.

(15) JACQUELYN BOYDEN: I have a question (16) pertaining to this. As I stated in my statement (17) before, I have a Millers Falls exchange. If I (18) wasn't so involved in town affairs, I would assume (19) I lived in the Town of Millers Falls, because when (20) I changed my telephone service, Bell Atlantic told (21) me I lived in Millers Falls. So if I were to go (22) and get a number and move, Bell Atlantic would say (23) you live in Millers Falls, and my telephone listing (24) in the phone book would be Millers Falls.

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(1) Is the 911 database going to catch (2) that for Erving, or is it going to assume I live in (3) Millers Falls, which is the Town of Montague? This (4) is the problem.

(5) ROBERT WATKINSON: The 911 database (6) will catch that once it has been determined that (7) you live on 2 Cross Street and that is in Erving, (8) which is developed by the town. Once the town puts (9) in the database that your address is in Erving then (10) for evermore anybody that moves into that location (11) is going to show up, or you can say you live (12) wherever you want, and the person at Bell Atlantic (13) is going to say you don't live there. You live in (14) Erving, because we have had that — as a matter of (15) fact, the service reps are now getting real (16) problems customers with customers fighting with (17) them. I don't live in, you know, in Erving. I (18) live in Millers Falls. The service rep says, (19) whoops, that has to go back to the town to (20) resolve. I can't do that.

(21) JACQUELYN BOYDEN: It is part of the (22) mass confusion, because we have two areas codes and (23) exchanges. We might not even be this confused if (24) we had just one area code. I mean —

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(1) ROBERT WATKINSON: Well, I am not (2) taking a position on the area code and exchange. I (3) am trying to explain the database.

(4) JACQUELYN BOYDEN: You talked about (5) the LATA lines, but we cross them everyday when I (6) call from my house, which is in 413, to the Town (7) Hall, at 508.

(8) Is Erving not the exception to this (9) LATA line crossover? Didn't — what is the Judge's (10) name — Green or somebody that said you can't cross (11) LATA lines. Didn't they say we are the exception (12) because —

(13) MR. NESTOR: We went in Franklin (14) County, got a petition from the Judge that waives (15) particularly the local calling. Well, first of (16) all, local calling was always grandfathered, even (17) by the Judge, just so you know. Back in '84,

the (18) Judge said we're not — if you can a call across a (19) LATA line to call a town, we are not going to split (20) a town. We are grandfathering everybody as far as (21) letting the local company call. That is one of the (22) issues.

(23) And then the next thing was if — I (24) am trying to remember now back in history, because

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(1) this is a ways back. There was a petition with the (2) Department of Public Utilities at that time to put (3) Franklin County together, if I remember. And that (4) was held out in Greenfield, I think. Then the (5) Department ruled in favor of that; and if my memory (6) serves me right, there was Athol, Orange and a (7) piece of Erving though that were part of the (8) county, but not part of the Franklin — they were (9) in the 413, but we had to go and go through, I (10) think, about a year process with Judge Green. This (11) is the legal issue I'm talking about. We had to go (12) through about a year process with Judge Green to (13) get permission to put the Erving/Orange/Athol (14) community exchanges into Franklin County, which we (15) did. That is for the local call piece.

(16) What we didn't do, if you recall, is (17) we didn't go ask the Judge to make it so that (18) everybody in Athol, Orange and Erving can have toll (19) calls into 413 for — on Bell Atlantic. So it's a (20) little different, but we did put them together (21) back —

(22) JACQUELYN BOYDEN: I guess I am (23) having a little trouble thinking why would the (24) Judge say no if half of my town is in 413, why

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(1) can't you move the other 350 households back into (2) 413. I am not even sure how you were allowed to (3) split it in the first place, to be perfectly honest (4) with you. It's not a geographical split.

(5) MR. NESTOR: It's a telephone (6) boundary split. It happened around 19 — I want to (7) say '47 or '54, and it was done where the telephone (8) plant was, which is very common. That is how the (9) exchange boundaries grew up.

(10) JACQUELYN BOYDEN: Then how can we be (11) the only town in —

(12) HEARING PARTICIPANT: It's very common. (13) Erving is the only town in Massachusetts, but it's (14) very common.

(15) JACQUELYN BOYDEN: Is that true? Is (16) Erving the only town in Massachusetts that is (17) split?

(18) MR. NESTOR: As far as I know, Erving (19) is the only town that is split, and it's a (20) function, I believe, of when they put in the 413.

[21] HEARING PARTICIPANT: But it's very [22] common.

[23] MR. NESTOR: No. No. Split [24] exchanges are very common. See you are talking two

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[1] things. Area code, no, I agree; but exchanges, [2] which is what you are talking about —

[3] HEARING PARTICIPANT: One area code [4] would be a step in the right direction. Okay. The [5] exchange, that would be nice, but —

[6] MR. NESTOR: Well, that is part of [7] what we are here to hear tonight, because —

[8] HEARING PARTICIPANT: You will hear [9] it.

[10] MR. NESTOR: — for people to say, I [11] want my own exchange is one thing. Moving the area [12] code, just moving the area code, forget moving the [13] LATA boundary or the exchange boundary — moving [14] the area code is something that is within the power [15] of the Department.

[16] HEARING PARTICIPANT: Oh, it is? Is [17] this is something we can easily do?

[18] MR. NESTOR: And if all you wanted to [19] do was move an area code, we can come up with a [20] proposal for that, if that is all you want to do. [21] My understanding of the original petition was we [22] don't only want to move just the area code, but [23] we — and I say we can do it, but one of — the [24] only concern we have is the telephone numbering.

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[1] making sure customers wants to do it, because we [2] can petition the Department to do that.

[3] HEARING PARTICIPANT: We want to do [4] it.

[5] MR. NESTOR: But what my [6] understanding is what the town was asking was we [7] wanted our own exchange, meaning we want Erving [8] standing out as its own little telephone exchange [9] with its own telephone number, and that brings in [10] all these line issues.

[11] JACQUELYN BOYDEN: Excuse me. You [12] can give Millers Falls their own exchange, which is [13] a town just the size of Erving.

[14] HEARING PARTICIPANT: It's a [15] village.

[16] JACQUELYN BOYDEN: Oh, it's a [17] village. Okay. It's a village within the Town of [18] Montague. They can have their own exchange. The [19] only reason that it came out on Town Meeting floor [20] to have our own exchange was we were very concerned [21] about the

safety issues, because they keep cropping [2] up. Unfortunately, not only do we have a split [3] area code, we have a split zip code, which [4] complicates the matter entirely.

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[1] Okay. I mean, this doesn't have [2] anything to do with the DTE, but it makes matters [3] even more confusing, because half the town has a [4] Millers Falls mailing address. So in their eyes, [5] they do live in Millers Falls, because that is [6] where their mail comes from.

[7] It's very hard to say to somebody, [8] You live in Erving when they just moved into the [9] area and they say, Well, it says I live in Millers [10] Falls. The postmaster says I live in Millers [11] Falls.

[12] HEARING PARTICIPANT: The phone [13] company says I live in Millers Falls.

[14] JACQUELYN BOYDEN: The phone company [15] says I live in Millers Falls. How can I live in [16] Erving?

[17] MR. NESTOR: There is 90 areas of the [18] state that don't have an exchange, so you are one [19] of them.

[20] JACQUELYN BOYDEN: But we are a rural [21] area where it's very confusing for — Shelburne [22] dispatch control said it would make their lives [23] easier, they could do a better service if we could [24] have our own exchange. It would lessen the

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[1] confusion all the way around.

[2] MR. NESTOR: There is no doubt, if we [3] could give every telephone exchange based on a [4] community, we would love to do that, because that [5] is the way people think, but telephone — what [6] happened is telephone wires went into the ground, [7] and that is where they go. Now, if all we are [8] talking about is the area code, we can talk about [9] that, and we would be glad to talk about just the [10] area code. If you are looking for more, though, [11] then you are going to run into the legal issues and [12] the customer issues.

[13] JACQUELYN BOYDEN: Is it — can we [14] proceed with the rest of the people to talk, or —

[15] MR. NESTOR: I would think I'd like [16] to hear if that is what the town really wants is [17] just an area code.

[18] HEARING PARTICIPANT: Let's hear some [19] people.

[20] WILHELMINA RYAN: I have a question. [21] Wilhelmina Ryan, 7 Moore Street in Erving, in the [22] Millers Falls part.

[23] First of all, I want to tell you [24] that —

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[1] MR. DENNY-BROWN: Ms. Ryan, do

you [2] want to be sworn in in order to testify?

[3] HEARING OFFICER EVANS: Do you want [4] to be sworn in?

[5] WILHELMINA RYAN: Yes, please.

[6] HEARING OFFICER EVANS: Do you swear [7] or affirm the testimony which you are about to give [8] will be the whole truth?

[9] WILHELMINA RYAN: I do.

[10] HEARING OFFICER EVANS: Go ahead.

[11] WILHELMINA RYAN: A year and a half [12] ago, it was in August of '96, my 12-year-old son [13] was hit by a car in front of my house. And five [14] different people within 90 seconds called 911. [15] Five people, right on my block. And dispatch sent [16] an ambulance to 7 Morris Street in Turners, because [17] when they saw the Montague exchange come up, that [18] is what triggered in their heads. This is what I [19] was told.

[20] We were waiting. My child is laying [21] on the street, and we had no idea where the [22] ambulance was. And we waited and waited, and it [23] took a good extra 10 to 15 minutes, and I don't [24] know if any of the EMTs are here that would

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[1] remember how long it took, but it was really [2] frightening.

[3] My question to you is: You said that [4] you don't — most communities do not have their own [5] exchange. But I grew up in Chicago. I grew up, [6] you know, my phone number was 235 da-da-da, you [7] know. A suburb would not have 235. The problem is [8] we in Erving have an Orange exchange and a Montague [9] exchange. It's not so much that we have two [10] different exchanges within our town, which would [11] probably be the case in most towns. We have the [12] exchange of different towns so that we get — we [13] get confused with them. So it's more than we have [14] two area — or two exchanges. It's that we have [15] other towns' exchanges, and that really gets [16] confusing.

[17] MR. NESTOR: No, I understand the [18] issue. What I mean by it is there is — I [19] understand exactly the issue. I go around the [20] state and do this all the time. When you have 351 [21] cities and towns and you have 261 telephone [22] exchanges, I mean you can do the math. There is 90 [23] towns that don't have any telephone exchange named [24] after them sitting in the Commonwealth somewhere.

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[1] And so what I am saying is — and the overlap [2] situation is actually the pre-

valent situation. [3] It's only 64 areas of the state where it matches.

[14] WILHELMINA RYAN: However, that does [5] not make it safe.

R. NESTOR: Excuse me.

[7] WILHELMINA RYAN: Whether — that [8] does not make it safe, just because it's the norm [9] does not mean it's the safe way.

[10] MR. NESTOR: No, but there is no —

[11] WILHELMINA RYAN: I am going to [12] disagree with you on that point, because I saw it [13] happen in my own life. My 12-year-old son is [14] laying on the street. We don't have an ambulance, [15] because someone sees an exchange that is a Montague [16] exchange. They trigger in their head that they are [17] going to Montague, which Turners Falls is part of [18] Montague. And my child laid on that street, and we [19] waited.

[20] MR. NESTOR: I fully understand, and [21] that is why the coordination between the town and [22] Bell Atlantic and SETB can fix that problem.

[23] WILHELMINA RYAN: And my phone number [24] is listed as Erving. It is not listed as Millers

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[11] Falls.

HEARING OFFICER EVANS: May I [3] how long ago did this happen?

[4] WILHELMINA RYAN: It was a year and a [5] half ago. It was August of '96, and 911 was in [6] place.

[7] HEARING OFFICER EVANS: E-911 was in [8] place?

[9] WILHELMINA RYAN: (Nods.)

[10] TOWN CLERK: I believe that it [11] started July 1 of '96. I believe.

[12] MR. NESTOR: Bob is much better at [13] when it started where in the state.

[14] ROBERT WATKINSON: That is correct. [15] At that time it was handled by Franklin County. It [16] was not handled by Shelburne Falls.

[17] TOWN CLERK: I was going to say that [18] the point she is making is very valid, and there is [19] a considerable problem at dispatch, even the [20] Shelburne Falls dispatch. Where they don't [21] necessarily look at the address on the screen, you [22] know. They look at, you know, the 659 number and [23] say, I know where that is; 774, that is [24] Greenfield. I know I have got to dispatch to

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Greenfield, you know. And so they are [2] king [2] what town by exchange, and looking at the street [3] address, and they are not looking at the whole [4] address. And this has been a problem that the [5] police chief and fire chief have been

trying to [6] address with the people up in the Shelburne [7] Barracks rather unsuccessfully from what I hear, [8] But it only adds to the situation that we have, I [9] mean, and so that is why another reason why we feel [10] that with that unique exchange that is going to [11] trigger Erving, you know —

[12] MR. NESTOR: I don't —

[13] TOWN CLERK: — and even if it only [14] lasts through the three to five years, you know, [15] it —

[16] MR. NESTOR: I understand the easing [17] of the suffering, and I know what you are saying, [18] but really what you just talked about is more of a [19] training issue to training the people at the PSAPs [20] to take down all the information. I mean that [21] is — that is really not a Bell Atlantic issue as [22] far as training those operators. Those are city or [23] town or employees, but I agree with you. [24] Obviously, it's easier if you have a telephone

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[1] exchange, but we can't just pick up the wires and [2] suddenly put them there someplace. They are in the [3] ground.

[4] WILHELMINA RYAN: Well, I have to [5] make one more comment. You asked about business [6] owners. I am a business owner in this town, and I [7] would happily reprint things to have a [8] safety — you know, to have that safety bubble over [9] us. But I was not — I was not asked my opinion by [10] the selectmen so — I was not contacted.

[11] HEARING OFFICER EVANS: Okay. I'm [12] going to keep going down this list, because we have [13] got a long list ahead of us here.

[14] Is there anyone else from the [15] committee that you wish to testify first, before I [16] just go in this order?

[17] WILHELMINA RYAN: Well, she is next [18] on the list, Christy Czernich.

[19] HEARING OFFICER EVANS: Your name is,

[20] CHRISTY CZERNICH: Christy Czernich, [21] and I can't raise my right hand.

[22] TOWN CLERK: I will do it for you.

[23] CHRISTY CZERNICH: Can I be sworn in [24] with my left hand?

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[1] HEARING OFFICER EVANS: Just a [2] minute. I am trying to find you.

[3] JACQUELYN BOYDEN: Top of the list.

[4] TOWN CLERK: C-Z.

[5] HEARING OFFICER EVANS: I am [6] not — it's not on the list.

[7] JACQUELYN BOYDEN: Did you even write [8] it? Can you write?

[9] CHRISTY CZERNICH: I can't write.

[10] JACQUELYN BOYDEN: Oh, she can't [11] write.

[12] HEARING OFFICER EVANS: I am [13] not — it's not on the list.

[14] JACQUELYN BOYDEN: If she is not on [15] the list, she should be, because she can't write.

[16] HEARING OFFICER EVANS: It's in the [17] blank spot here.

[18] JACQUELYN BOYDEN: Yes.

[19] HEARING OFFICER EVANS: It's [20] Christy?

[21] CHRISTY CZERNICH: Czernich.

[22] HEARING OFFICER EVANS: Can you spell [23] your last name.

[24] CHRISTY CZERNICH: C-Z-E-R-N-I-C-H.

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[1] HEARING OFFICER EVANS: Ms. Czernich, [2] do you swear or affirm the testimony which you are [3] about to give will be the whole truth?

[4] CHRISTY CZERNICH: I do.

[5] HEARING OFFICER EVANS: Thank you. [6] You may proceed.

[7] CHRISTY CZERNICH: I also called 911 [8] and heard on the scanner the police going to [9] Montague, because, of course, I came up as [10] Montague, even though I live in Erving.

[11] I called the phone company, the [12] number on the bill, to change my address, and they [13] argued with me, told me I lived in Millers Falls, [14] and they would have to send me two bills. [15] Basically, the argument I got from them was that I [16] was moving. And I said, I am not moving. I live [17] in Erving.

[18] HEARING OFFICER EVANS: I'm sorry. [19] When did this — how did this situation arise?

[20] CHRISTY CZERNICH: At one point I [21] called 911.

[22] HEARING OFFICER EVANS: How long ago [23] was this?

[24] CHRISTY CZERNICH: I — maybe six

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[1] months ago. I can't really remember for sure. But [2] from that stemmed, you know, call them and tell [3] them that your address is Erving so that you come [4] up as Erving should the situation arise again.

[5] When I tried to do that, the phone [6] company argued with me that I lived in Millers [7] Falls; and if I was moving to Erving, I needed to [8] have two phone bills sent to me. I explained to [9] the lady I wasn't moving, just that I lived in [10] Erving. Not my address, which said Millers Falls.

(11) HEARING OFFICER EVANS: Okay.

(12) Mr. Nestor, can you address that.

(13) MR. NESTOR: I'm sorry. I wasn't (14) listening to all of it, but it's the (15) possibility — I can only go back and look at the (16) specific number, but it is a possibility that the (17) town gave us, as Bob said earlier with (18) coordination, a certain address number. This could (19) have been one of those ones that kicks out of the (20) system. I think you said earlier that if we don't (21) see your number in our system, it isn't there, then (22) we have to go back and argue that out, but I will (23) be glad to take your number after and take a look (24) at it.

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(1) Any specific case, like yours in (2) particular, I would be interested in your number (3) and yours, so that I can go back and we can see (4) where it is. I would be glad to do that.

(5) CHRISTY CZERNICH: Thank you.

(6) MR. NESTOR: But I mean, you could (7) have been just one of those ones we were talking, (8) if it's not from number A to E. Now it could be (9) our mistake on our end; but if I have the number, I (10) can chase it in the company.

(11) TOWN CLERK: I can tell you what it (12) was on the original thing.

(13) You are 151 Northfield Road, (14) Christy?

(15) JACQUELYN BOYDEN: No, that is me.

(16) CHRISTY CZERNICH: 136.

(17) TOWN CLERK: Northfield Road. I had (18) originally indicated that the numbers on Northfield (19) Road go from 3 to 151 on the original MSAG that I (20) sent to Nynex. So she theoretically should have (21) been included as part of the town.

(22) MR. NESTOR: She should have been, (23) right.

(24) MR. DENNY-BROWN: I just have a

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(1) comment. We are dealing with E-911 here, but there (2) are other issues that have been brought up about (3) exchange and area code. If E-911 wasn't a problem, (4) and I understand it's the top problem, but if it (5) wasn't would you still want to change, if the town (6) and Bell Atlantic and — and the State Emergency (7) Telecommunications Board resolved the E-911 (8) problem, and that is the problem, if they resolve (9) that, would you still be — would you still want to (10) change your exchange, number one, area code, and/or (11) try to change your LATA boundary?

(12) And if you do, we need evidence or (13) testimony on those —

(14) SELECTMAN DANIEL HAMMOCK: Yes.

(15) MR. DENNY-BROWN: — on the reasons (16) for that as well.

(17) JACQUELYN BOYDEN: Would you like us (18) to stand up?

(19) MR. DENNY-BROWN: We need actual (20) reasons. We need statements, if you have them.

(21) HEARING OFFICER EVANS: Is that what (22) I want? I want to go through this list first. (23) Okay.

(24) MR. DENNY-BROWN: Don't you think it

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(1) would be good to go person by person and just have (2) them give their little spiel on all the three or (3) four issues.

(4) HEARING OFFICER EVANS: Two. But I (5) don't want a spiel, because they will not be sworn (6) on the record, and we can't get testimony.

(7) MR. DENNY-BROWN: Oh, exactly. (8) Orderly, but addressing obviously, as you can, and (9) not just the E-911 issues. And then we can address (10) those later — and then we will have some (11) information on those as well.

(12) JACQUELYN BOYDEN: Those of us that (13) have already been sworn in that spoke before, do (14) you want us to like go in for the record that we (15) would still make a change regardless of E-911?

(16) MR. DENNY-BROWN: Yeah, and you (17) actually said you wanted to call some — there are (18) people in your town who you needed to contact, and, (19) you know, those are the types of reasons that we (20) need to hear, you know, why do you want this.

(21) JACQUELYN BOYDEN: I will go. I was (22) the first one on the list. I mean I will go (23) again.

(24) Do I have to swear myself back in?

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(1) HEARING OFFICER EVANS: No, you are (2) already sworn.

(3) JACQUELYN BOYDEN: All right. Even (4) if they fix the 911 issue, I would still want the (5) town to have the 413 area code and our own exchange (6) so we would be one town, so that I could look up my (7) neighbor's number without going through two huge (8) phone books; that I wouldn't have to argue with (9) somebody about where I live, which happens quite (10) frequently. It would still be — it's a desire of (11) the town as a whole. We are a small town. The (12) fact that the vote at Town Meeting floor, which was (13) a petition by the people, passed I mean (14) unanimously. There was not one person on the Town (15) Meeting floor that said, "I don't want

this," (16) speaks to me that the townspeople as a whole want (17) this to happen.

(18) We didn't even get into the 911 issue (19) and still — until we started looking at this as a (20) committee. I mean this was not brought up on the (21) 911 issue. It was brought before, because there (22) was people — there were people at 508 at that time (23) that wanted to move into 413.

(24) And in May, when we did the Town

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(1) Meeting, that was the issue. We want to be our own (2) town exchange. We don't want to belong to (3) Montague. We don't want to belong to Orange. We (4) want to be in Erving. And then as the committee (5) delved into the issue, we realized that this was (6) affecting 911 more than we thought; and then when (7) we did the duplicate street listings, it was even (8) more scary. And as — the more that we looked into (9) it, the more we realized that we really do need to (10) resolve this issue.

(11) HEARING OFFICER EVANS: Thank you.

(12) TOWN CLERK: I am not sure that (13) everybody knew on your list that went around that (14) it was a list to speak. I think some people may (15) have signed it. I know of two anyway that signed (16) it thinking that you just wanted to know who was (17) here. So it was an attendance thing. So you may (18) not have as long a list as you think you might (19) have.

(20) HEARING OFFICER EVANS: I did (21) indicate that it was to speak, but that is fine if (22) someone does not wish to speak and their name (23) appears here, that is fine, that they have that (24) option.

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(1) SELECTMAN DENNIS RINDONE: Can I (2) speak out of turn? I am an elected official.

(3) HEARING OFFICER EVANS: Yeah, but (4) could you give me your name.

(5) SELECTMAN DENNIS RINDONE: Yes. (6) Dennis Rindone. I am a selectman.

(7) HEARING OFFICER EVANS: And do you (8) want to be sworn, Mr. Rindone?

(9) SELECTMAN DENNIS RINDONE: Sure.

(10) HEARING OFFICER EVANS: Do you swear (11) or affirm the testimony which you are about to give (12) will be the whole truth?

(13) SELECTMAN DENNIS RINDONE: Yes.

(14) HEARING OFFICER EVANS: Thank you. (15) Please speak.

(16) SELECTMAN DENNIS RINDONE: I

want to (17) follow up on what Jackie Boyden said. It's very (18) important.

(19) A petition came to the Board of (20) Selectmen, a citizens' petition, okay, the (21) basic form of government that we listen to, all of (22) us, okay. We took that petition and put it on the (23) Annual Town Meeting warrant, the most next basic (24) form of government, where the whole town gets

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(1) together and discusses issues that face us.

(2) I mean you hear everyday about local (3) options. We know what we want. That is why we did (4) that process. We had a long debate, and (5) unanimously everybody wants one area code, one (6) exchange.

(7) Now I hope Bell Atlantic hears that, (8) because he said there are three things they want to (9) know: Legal issues, customer issues and (10) technology.

(11) Well, we are here to tell you that (12) the customers in this town want one area code. (13) okay. We have got letters. We have got people. (14) We have a process. We have done all this stuff. (15) We are here because we have a local issue. We know (16) what it's all about. We know what we want. We (17) take our issues seriously.

A couple of points that I picked up (19) that I want to pass on for the record. This (20) town renumbered all its streets long before it (21) became vogue, okay. A few years ago, we renumbered (22) the entire town. We came up with what we called (23) emergency dispatch maps. We put together maps with (24) every house in town, all the new numbers. We take

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(1) everything seriously.

(2) Hey, it's great to hear that Bell (3) Atlantic and the 911 people here are going to (4) straighten out our 911 problem. I'm all for that. (5) But we want the area code, and we want one (6) exchange.

(7) As far as technology is concerned, (8) look, Bell Atlantic has got wires all over town (9) that need to be put on new poles. We can't even (10) get the wires off the old poles. Okay. And then (11) when they do take them off the poles, they won't (12) take down the old poles that they own. That is (13) about as far as technology goes. All right. And I (14) don't mean to come down on them, but we know what (15) we want. I think everybody is here, who is sitting (16) here for an hour and a half, telling you that. (17) Okay.

(18) Let's see if I have anything else (19) here. That is about it.

(20) Our local option though is very, very (21) important. That is the thing we hope

you listen (22) to.

(23) Thank you.

(24) HEARING OFFICER EVANS: Thank you.

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(1) Mr. Rindone.

(2) (The Department conferred.)

(3) HEARING OFFICER EVANS: The next name (4) I have on this list is Erik Semb.

(5) ERIK SEMB: That is me.

(6) HEARING OFFICER EVANS: That is (7) correct?

(8) ERIK SEMB: Yeah. Swear me in, (9) please.

(10) HEARING OFFICER EVANS: Do you swear (11) or affirm the testimony which you are about to give (12) will be the whole truth?

(13) ERIK SEMB: I do.

(14) HEARING OFFICER EVANS: Please (15) proceed.

(16) ERIK SEMB: My name is Erik Semb. I (17) am the general manager of Weatherhead's (18) Apartments. We have 32 apartments. They are a (19) complex, or whatever.

(20) And one of our — early morning, we (21) had a problem where a couple was fighting, and she (22) called 911. We are in a 413 area code. The (23) emergency 911 went to Amherst, which is south (24) about two or three towns, 20 minutes away. Well,

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(1) it came on the screen Millers Falls, not Erving. (2) The Amherst PD called the Montague PD. The (3) Montague PD says we don't have a 55 French King (4) Highway in Millers Falls.

(5) They finally figured out it was (6) Weatherhead's Apartment, so they called the State (7) Police, and they responded with two cruisers (8) themselves. So now in my parking lot I have four (9) cruisers. The Erving cruiser drives by and says, (10) what are these guys doing in my area. And it took (11) them about 20 minutes to get there. And it (12) was — luckily, it wasn't a serious fight, but it's (13) something that I would like to bring up today.

(14) And I am a future business owner, and (15) I would be more than happy to change my service, (16) whatever it costs.

(17) Thank you.

(18) HEARING OFFICER EVANS: Mr.

Hammock, (19) your name appears next.

(20) Do you wish to say something in (21) addition, or do you want to wait until the end,

(22) or —

(23) SELECTMAN DANIEL HAMMOCK: I just (24) assume wait if that is okay.

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(1) HEARING OFFICER EVANS: That is (2) fine.

(3) Kelly Lloyd — Loynd.

(4) KELLY LOYND: Right here.

(5) HEARING OFFICER EVANS: Do you swear (6) or affirm that the testimony which you are about to (7) give will be the whole truth?

(8) KELLY LOYND: I do, yes.

(9) HEARING OFFICER EVANS: Could you (10) state your name, and go ahead.

(11) KELLY LOYND: I'm Kelly Loynd. I'm a (12) resident in Erving Center. I have a 544 number. I (13) think my biggest frustration, apart from the 911 (14) issue, is we used to have the Post Office in Erving (15) Center that used to have a 544 number. I think (16) about a year, a year and a half ago, they moved it (17) down to Erving, which is the 659, 413 (18) exchange. I have called many times. I have tried (19) to get the number for the Erving Post Office. They (20) tell me there is no Post Office in Erving when I (21) call information.

(22) Then when they do — when I do tell (23) them there really is a Post Office in Erving, they (24) give me a number for the Millers Falls Post Office.

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(1) which is the Millers — the Post Office that the (2) Erving people get their mail at, but it is (3) actually part of Montague. So I then get rerouted (4) to them. I call them, and I say, Do you have the (5) number for the Erving Post Office. They are (6) getting sick of hearing from me when I forget to (7) write the number down. And I think that is my (8) biggest issue is just not even being able to call (9) my own Post Office to ask questions when I have (10) problems with my mail, and I think that is a big (11) concern of mine.

(12) HEARING OFFICER EVANS: Thank you.

(13) MR. DENNY-BROWN: Just one (14) follow-up question.

(15) Did you ask who the company is that (16) is giving you the directory assistance?

(17) KELLY LOYND: No.

(18) MR. DENNY-BROWN: Do you know who you (19) your long-distance caller is — your long distance (20) company is?

(21) KELLY LOYND: AT&T.

(22) MR. DENNY-BROWN: AT&T and local Bell (23) Atlantic?

(24) KELLY LOYND: (Nods.)

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(1) HEARING OFFICER EVANS: Linda (2) Downs — is it Benbury?

(3) LINDA DOWNS-BENBURY: Benbury.

(4) HEARING OFFICER EVANS: Benbury.
(5) Excuse me, ma'am.

(6) LINDA DOWNS-BENBURY: That is a "Y" (7) at the end. That is a common mistake. And I would (8) like to be sworn, too.

(9) HEARING OFFICER EVANS: Do you swear (10) or affirm the testimony that you are about to give (11) will be the whole truth?

(12) LINDA DOWNS-BENBURY: I do.

(13) HEARING OFFICER EVANS: Thank you, (14) ma'am.

(15) Go ahead.

(16) LINDA DOWNS-BENBURY: I am on the (17) committee, and I have to admit that I didn't know (18) anything about the 911 safety issues until we (19) started this committee. And I am sure — I mean (20) quite a few of them have come up as we have gone (21) along and have talked to other people within the (22) town of problems that we found.

(23) I didn't know about Vicki Fellow's (24) parents' problems. I didn't know that it was more

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(1) that once, and that is a grave concern to me.

(2) I also don't like having to get two (3) phone books, because I don't remember to order the (4) other one, because it has to be ordered. And I (5) can't call Jackie Boyden unless I dial 1 (413) (6) 555-1212.

(7) I also work in beautiful Downtown (8) Amherst, and when I go out to go shopping, and I (9) hand them a check and it has my phone number on it, (10) they want to know where do I come from, because I (11) come from the 508 area code, and I would be more (12) than happy to change that.

(13) We call people fairly frequently in (14) Boston from our home. I would be more than happy (15) to change — to trade that all in to have a 413 (16) area code so I could call the school and not have (17) to dial a different exchange.

(18) Oh, and as far as the technology, we (19) are still waiting for cable.

(20) (Laughter.)

(21) HEARING OFFICER EVANS: Could I ask a (22) question, Ms. Downs-Benbury.

(23) You need to dial a different area (24) code for — to dial the school?

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(1) LINDA DOWNS-BENBURY: That is (2) correct. It's in a 413 area code.

(3) HEARING OFFICER EVANS: What about (4) the Town Hall.

(5) LINDA DOWNS-BENBURY: The Town Hall (6) is in my area code, 508, so I don't have to do (7) that.

(8) HEARING OFFICER EVANS: What about (9) the Post Office?

(10) LINDA DOWNS-BENBURY: That would be (11) in a area code.

(12) HEARING OFFICER EVANS: Okay. Do you (13) have a hospital here?

(14) LINDA DOWNS-BENBURY: That is in a (15) 413 area code, as well as all my doctors.

(16) HEARING OFFICER EVANS: Okay. Thank (17) you.

(18) LINDA DOWNS-BENBURY: Thank you.

(19) HEARING OFFICER EVANS: Eric (20) Overgaard.

(21) ERIC OVERGAARD: That would be me.

(22) HEARING OFFICER EVANS: Do you swear (23) or affirm that the testimony which you are about to (24) give will be the whole truth?

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(1) ERIC OVERGAARD: Yes.

(2) HEARING OFFICER EVANS: Proceed.

(3) ERIC OVERGAARD: I guess my point (4) being logistic and always when we got our phone (5) book, you look in the cover, there is a map of the (6) area. I live in 413. There is a list of the (7) calling area. It lists Erving, and the little map (8) shows Erving.

(9) If Erving is in 413, why don't you (10) put a little dotted line down through the middle of (11) it, and make half of it 508, okay, just for a (12) published point of view.

(13) The other thing is, as far as the (14) exchange goes, there are too many small towns (15) around here that share the same street names. (16) Regardless of whether — if I call from my 659 (17) exchange, if I live on Gun Street, and there is (18) a Gun Street in Montague that is also 659, I don't (19) care who says what. When it comes up on the (20) computer screen, it's going to show Gun Street. (21) They are not going to know who the heck it is, (22) other than a name.

(23) I just would like to know how that is (24) all going to change by not changing exchanges or at

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(1) least having an exchange within the boundaries of (2) the town and not having — I mean maybe we should (3) change all the names of the streets that (4) duplicate. You know, maybe Mr. Nestor could help (5) us come up with some convenient names for our (6) streets. All right, I don't know. That is all I (7) have to say.

(8) HEARING OFFICER EVANS: Okay. (9) Mr. Nestor, maybe you could address just how would (10) the computer know

whether his street is in — which (11) town his street is in, what comes up on the (12) computer.

(13) MR. NESTOR: I think we have (14) addressed that. That is we are talking about. We (15) are talking about the coordination with the town (16) identifying it's in Erving. It's Main Street in (17) Erving versus Main Street in Montague, even though (18) they are both in the same exchange code. The E-911 (19) database will identify this number is Erving; that (20) number is Montague. They will both be in Main (21) Street. They both may have the same number 5, but (22) they will be pointed in the direction, and they (23) come up on the screen, one in Erving, one in (24) Montague, because all cities and towns have a lot

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(1) of similar names, you are not going to avoid that. (2) That is throughout the Commonwealth. Everyone has (3) usually a Main Street, and they are next to each (4) other or whatever. Or some go into — just flow (5) through a town, one town to another. Not only (6) here, but even in Eastern Mass. where I am from, a (7) lot of the towns — you know, my town Main Street (8) goes right into the next community. It's called (9) Main Street on the other side. One is in my, you (10) know, community, one is in other town.

(11) TOWN CLERK: Different exchange (12) though.

(13) MR. NESTOR: No, it can be the same (14) exchange. There is only 64 areas of the state (15) where towns and exchanges are the same. Multiple (16) exchanges or multiple things is very common, where (17) it can be different numbers or if they are the same (18) number. For example, I'm up in the North Shore (19) area where there's Wenham and Hamilton and Beverly, (20) you know, and we have a road. It's the same (21) issue. Wenham and Hamilton share the same (22) telephone exchange. It's the same issue is what I (23) am saying. It's not as uncommon out here. The (24) thing that makes you unique is you are the only

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(1) area that has a different area code. But that is (2) the only thing that is different. But for E-911 (3) purposes that has to be worked out by the (4) coordination with the town, with Bell Atlantic, (5) with SETB, to say 5 Main Street, Erving and 5 Main (6) Street, Orange, or whatever the community is. That (7) is what I'm saying. That is what Bob was saying (8) when he says it's address driven, not telephone (9) number driven. It's address driven. You should (10) have a different number come up on the screen even (11) though there is a telephone number associated with (12) it. When that telephone number is dial-

ed, it (13) should tell you it's 5 — Erving — Main Street. (14) If it's not, then we have to work and correct the (15) problems. That's what I am saying.

HEARING OFFICER EVANS: Yes, (17) Mrs. Ryan.

(18) WILHELMINA RYAN: But you are not (19) taking into account that in this area (20) people — whether or not it's right or wrong, (21) people see an exchange as part of a town, and I (22) don't know how you are going to change that, (23) because my address is listed as Erving. It came up (24) 659. They thought Montague. Bottom line is, you

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(1) know, that it's not safe because people are (2) fallible. We need to come up with a better (3) system. And I reiterate, what you are saying might (4) be the reality, but I am not saying it is the (5) safest way to do it. And I don't understand why we (6) can't make it safer.

(7) HEARING OFFICER EVANS: Eileen Lavin, (8) Do you swear or affirm that the (9) testimony which you are about to give will be the (10) whole truth?

(11) EILEEN LAVIN: Yes, I am on the (12) committee also, and it's just so confusing to (13) having the two towns with the same area (14) code — different area code exchange, and I am (15) having a difficult time with calling the school and (16) calling the Post Office, different areas codes.

(17) My little son has a hard time. What (18) area code do I dial; do I have to dial 1 413 when (19) he is calling his friend in another town on the (20) other side of town. So I am for our own area code (21) and exchange, too.

(22) HEARING OFFICER EVANS: Thank you. (23) Douglas Dupill. (24) Is that correct, sir?

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(1) DOUGLAS DUPILL: Yes.

(2) HEARING OFFICER EVANS: Do you swear (3) or affirm that the testimony which you are about to (4) give will be the whole truth?

(5) DOUGLAS DUPILL: Yes, I to.

(6) HEARING OFFICER EVANS: Thank you. (7) Go ahead, sir.

(8) DOUGLAS DUPILL: I would like to see (9) the town unified with one area code in the 413. I (10) just think that it is something the town really (11) needs, as well as having its own exchange. And (12) there has been kind of beaten to death all the time, as (13) far as being repeated, so I am not going to beat (14) that to death.

(15) What I do have a question about, (16) however, the maps that has been brought up earlier (17) that Bell Atlantic has

supplied. If these LATAs (18) are so important, and your technology is so good, (19) Erving should actually be listed twice on both (20) maps.

(21) MR. NESTOR: Correct. It should be.

(22) DOUGLAS DUPILL: Why isn't it?

(23) MR. NESTOR: It should be.

(24) DOUGLAS DUPILL: Why did you guys

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(1) screw up?

(2) MR. NESTOR: I don't know why. I (3) mean I don't know why it's not on a map. To make (4) it simple, technology — technology is not the (5) problem here. We used to carry calls all the way (6) across the state before the Judge broke up the Bell (7) system. It's not a technology issue in that (8) respect. It's a legal issue of going across, okay, (9) permission to legally go across.

(10) Should it have been put on both sides (11) of the map? Yeah, it should have. It probably (12) should have. And so it's a screw up on our part (13) for not putting a little piece of it in the 508. I (14) think somebody, maybe at the ad agency, looked at (15) it and noticed that most of it is 413 and put it in (16) one place together.

(17) DOUGLAS DUPILL: Warwick and Wendell (18) are 544s, the same as we are.

(19) MR. NESTOR: Excuse me.

(20) DOUGLAS DUPILL: If he put Warwick (21) and Wendell in here, which are 544s, same as this (22) end of town is, I don't see where there should have (23) been a discrepancy.

(24) MR. NESTOR: There shouldn't have

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(1) been. We should have had something of Erving in (2) there.

(3) DOUGLAS DUPILL: But you are (4) requesting that we trust your technology.

(5) MR. NESTOR: It has nothing to do (6) with technology. This is someone who looked at a (7) map and —

(8) DOUGLAS DUPILL: Well, that person (9) shouldn't be working for you then.

(10) MR. NESTOR: — made a decision is (11) what I am saying. That is not a technology issue. (12) Somebody should — you are absolutely right that (13) what we should have done is put maps out with it on (14) both sides. But some human being made a decision (15) in drawing the map as to where things went. What (16) it looks like they did is they took it on a (17) computer and just broke it apart, as opposed to (18) drawing a line. That is exactly what it looks like (19) they did. You know, on a scanner screen they just (20) break it apart and send it out. That is what it (21) looks like as opposed to actually —

(22) DOUGLAS DUPILL: It has to do —

(23) MR. NESTOR: It has got nothing (24) really to do with technology, as much as a human

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(1) made a mistake that they should probably have put (2) it in there.

(3) DOUGLAS DUPILL: Okay. So we will (4) disagree, but that is basically my statement.

(5) HEARING OFFICER EVANS: Thank you, (6) Mr. Dupill.

(7) Peter Mallet. (8) Mr. Mallet, do you swear or affirm (9) that the testimony which you are about to give will (10) be the whole truth?

(11) PETER MALLET: I do.

(12) HEARING OFFICER EVANS: Thank you. (13) Please proceed.

(14) PETER MALLET: First, I would like to (15) go on record stating that I would like to see one (16) area code and one exchange in the town.

(17) I got a question to Mr. Lavin [sic].

(18) HEARING OFFICER EVANS: Nestor.

(19) MR. NESTOR: Nestor.

(20) PETER MALLET: What makes 413 (21) different than the rest of the state?

(22) I do all my business through 413 out (23) of Springfield. I call 413. We get a whole (24) different ball of wax over there when we call for

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(1) 9 — for directory assistance.

(2) What makes it different? We are all (3) in the same state.

(4) MR. NESTOR: All right. Area codes (5) were put in, because you are running out of phone (6) numbers, and we are doing it now in Eastern (7) Massachusetts, and it's put in so that you can (8) replenish the supply of phone numbers.

(9) PETER MALLET: But that is not what I (10) am asking.

(11) MR. NESTOR: But that is what it (12) does. It's the only way why it's different. It's (13) not different in any other way than to give more (14) phone numbers. That is why it was put in.

(15) PETER MALLET: We always were 617 (16) then 413.

(17) MR. NESTOR: No, 617. The whole (18) state was 617.

(19) PETER MALLET: Then you went 413. (20) then 508 came in, and these other two.

(21) MR. NESTOR: That is correct.

(22) PETER MALLET: Every time you get a (23) phone bill in this area, it's from 508 east. It (24) never includes 413.

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[1] MR. NESTOR: That is correct.
[2] PETER MALLET: Why?
[3] MR. NESTOR: Because we are [4] prohibited by law at the break up of the phone [5] company — at the break up of the phone systems to [6] carry a call from 508 or 617 to 413. You must use [7] a long distance carrier to do that. And so those [8] calls show up on a long distance bill.
[9] Now, that is the starting premise. [10] Now, let me step back. What we did, back to your [11] question, is we went back to Franklin County, and [12] we said, let's put the county together as a local [13] calling area. We went to the judge and got an [14] exception. And I assume you probably have flat [15] rate service? You don't pay by the call?
[16] PETER MALLET: No.
[17] MR. NESTOR: You have a flat rate [18] service?
[19] PETER MALLET: Correct.
[20] MR. NESTOR: So what happens is all [21] your calls that you make across there get bundled [22] into your rate, because we don't bill them like we [23] do a toll call, like we give you an itemization. [24] It's just in there. And if you have ever looked at

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[1] the tapes underlying our billing tapes, we would [2] have the call that you made from 508 to 413, but [3] when it went up against what rate do we charge for [4] it, we put a zero, so that it never goes — you [5] never see it itemized on your bill. That is why. [6] So I am assuming you have a flat rate. So what [7] happens here is when you make that call, you never [8] see it. All you will see is a line from Bell [9] Atlantic that will say basic service, 16.85 or [10] something. It includes within it the ability to [11] call that on a local basis.
[12] THE WITNESS: Okay.
[13] MR. NESTOR: That is why.
[14] PETER MALLET: Okay. My other [15] question. I work for the Post Office, but not in [16] Erving.
[17] (Laughter.)
[18] MR. NESTOR: You can be in as much [19] trouble as I am tonight. At least it's possible.
[20] (Laughter.)
[21] PETER MALLET: I stay out of this. I [22] work in Orange. I am the Postmaster in Orange. [23] And where I have a lot of time now I handle [24] Wendell, Warwick, New Salem. We are all — I don't

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[1] handle this part of town, but it's all 544. And a [2] lot of times people have their addresses, they go, [3] How come

my address says Orange? I call the [4] company up, find out. They go by the exchange.

[5] MR. NESTOR: Probably to start they [6] do.

[7] PETER MALLET: Yes.

[8] MR. NESTOR: Unless the customer said [9] it was something different.

[10] PETER MALLET: No, the customer will [11] put down on the slip I live at so and so Main [12] Street, New Salem. And they look up, plus put the [13] phone number down, so we will generate off the [14] phone number, change it automatically to Orange. I [15] have had this more than once. You know, and this [16] is where we have the problem here with [17] identification in this town.

[18] MR. NESTOR: I understand the [19] problem. I will be glad to look at any specifics [20] you have.

[21] PETER MALLET: I just wanted to make [22] that, you know, point. Thank you.

[23] HEARING OFFICER EVANS: I would like [24] to ask you, Mr. Mallet, when you were talking about

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[1] calls in the 413, I am assuming, or is it true that [2] you are in the 978 area code?

[3] PETER MALLET: I am in 978.

[4] HEARING OFFICER EVANS: Okay. So [5] that is why it looks — the phone calls to 413 look [6] different to you. The folks that are on the 413 [7] side, the calls over to 978 on their phone bills [8] look different, because they are going, again, [9] across LATA lines.

[10] SELECTMAN DENNIS RINDONE: Can I [11] weigh in just on one point?

[12] HEARING OFFICER EVANS: Mr. Ridone [13] [sic] — Rindone. Excuse me.

[14] SELECTMAN DENNIS RINDONE: This [15] gentleman here from Bell Atlantic, I just want to [16] correct something that he said. When he talked [17] about going to the Judge to open up the benefits, [18] and I am not sure what that was called, but it was [19] the citizens of Erving and other citizens that [20] pressed for that. It wasn't the telephone company [21] thought this is a great idea. It was the citizens, [22] again, that came forward that pushed that issue, [23] and that is how it came about.

[24] HEARING OFFICER EVANS: Thank you.

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[1] sir.

[2] Vicki Fellows. [3] Do you swear or affirm that the [4] testimony which you are about to give will be the [5] whole truth?

[6] VICKI FELLOWS: Yes.

[7] HEARING OFFICER EVANS: Please [8] proceed.

[9] VICKI FELLOWS: I would like to first [10] speak on behalf of my parents. They own the store [11] in the center of town, which is 5 West Main [12] Street.

[13] They get all the accidents that [14] happen on Route 2. People come in. So my mother [15] has called 911 several times. She said at least [16] five or six times she has called 911, and it pops [17] up as 5 West Main Street, Orange.

[18] Dispatch got so they recognized her [19] voice so then they knew that it was Erving, but it [20] also took months before this got switched over to [21] Erving. You figure, you know, it shouldn't be five [22] or six times that it pops up Orange, you know, and [23] take that long to change.

[24] Okay. Now —

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[1] HEARING OFFICER EVANS: Who did [2] she — she bring the problem up with, the [3] dispatchers?

[4] VICKI FELLOWS: Yes.

[5] HEARING OFFICER EVANS: It ended [6] up — the Fire Chief ended up taking care of it and [7] getting it straightened out.

[8] HEARING OFFICER EVANS: Thank you.

[9] VICKI FELLOWS: But after five or six [10] calls, they were answering to the wrong place.

[11] Now myself, I moved to Erving 12 [12] years ago. When I went to enter my daughter into [13] school to get her registered, I called 411 and [14] asked for the Erving Elementary School. I was told [15] we don't have one. There is no Erving Elementary [16] School, you know, which floored me. You know, when [17] I was new to town, you know, I couldn't understand [18] why they were telling me, you know, there is no [19] Erving Elementary School. But this is the response [20] that we get when we call 411 in the separate area [21] codes.

[22] Now last week my son came home from [23] school. He got a paper cut on his eye on the [24] school bus. My doctor just recently moved his

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[1] office, so I did not have his correct phone [2] number. So I had to call long-distance [3] information, because I'm in the 978 area code, and [4] the doctor and hospital is in the 413 area code. [5] Well, I have got this long-distance information [6] from way off somewhere that I asked them for the [7] doctor's phone number, and he told me that he [8] couldn't give it to me, because it was a new [9] listing. And I said, Well, what do I do to get [10]

this? And he said, well, you can call back in six (11) to eight months. You know, I need the doctor that (12) day then. You know, I couldn't call back in six to (13) months. But this is the problem we are (14) getting when we are calling information. I can't (15) call 411 and get my doctor's phone number, you (16) know. I have to get long-distance information, (17) which, you know, they won't help me.

(18) Now I am also on the school council (19) at the Erving Elementary School, and we did a (20) survey recently. We had to — I had to call (21) information on the phone numbers we needed on the (22) 544 exchange, because the people on the 659 (23) exchange couldn't get the information they needed (24) for the people on this side of town. And the woman

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(1) on the 659 had to call information on her side of (2) town, because, you know, she couldn't get (3) information on our side of town. So, you know, (4) it's really, you know, besides the 911, we can't (5) get information on local people, you know, (6) emergency people, people right in our own town. We (7) can't get the information; and, you know, from the (8) long-distance information, we get six to eight (9) months on a new phone number, you know. So what do (10) you

(11) HEARING OFFICER EVANS: Thank you.

(12) MR. DENNY-BROWN: Just a possible (13) clarification point, and that is we have been (14) talking about area codes and exchanges and LATA (15) boundaries. And there — and it is all very (16) confusing. I am just learning myself, in fact.

(17) The LATA boundary is federal. It is (18) a federal boundary. It split the state into two (19) halves, 413 and then now 978, 508 and 617. They (20) are seen as being in one half the state. And the (21) big problem is to shift that federal boundary, (22) which is the 413, 978 line. It's — that is what (23) Sean is talking about in terms of the Department is (24) a state agency. To change that, we have got to

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(1) go — that is a federal — that is a federal (2) problem, which we can't — we can't change on (3) our own.

(4) That requires a petition, a (5) petition to the FCC to have them alter this. We (6) can change area codes, which are within LATA. (7) 508, 978, and 617, we just need those to create (8) more numbers for people, because we are running out (9) of numbers. The problem is you guys are on an (10) exchange line and a LATA line and an area code (11) line. We

can change — and two of them are within (12) our realm, to at least effect some change (13) arguably. The third is a federal matter, which (14) isn't impossible to do, but it just takes a lot (15) more effort and paperwork. So it's just — it's (16) very difficult to understand, but that is one of (17) the reasons Bell Atlantic can't go across (18) boundary. They can't go beyond that. It's like (19) it's in another state almost. And so because of (20) that, other companies have — they have these (21) directory assistance rates. So when you do make a (22) call across that 413 boundary line, you are not (23) going to get Bell Atlantic. You are going to get (24) another company, who has chosen not to go with Bell

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(1) Atlantic's directory assistance, good or bad. You (2) know, maybe they have a better service; maybe they (3) have a worse service. It sounds like, you know, (4) there are some problems there.

(5) I don't know about our ability. Sean (6) may have more knowledge than I do about our (7) Department's ability to deal with directory (8) assistance problems in a cross-LATA problem, but (9) that generally those cross-LATA problems are (10) federal a lot of the time.

(11) MR. NESTOR: I can say this for Bell (12) Atlantic: We are trying, because we used to do all (13) the database for all the carriers, and then we (14) don't anymore. We are trying to make sure that (15) where you can dial — you should be able to dial (16) 411 and get either side now. That is something we (17) are working — when you first got to town, but that (18) was an issue that came to my attention a year ago (19) and I was asked to work on to try to get our (20) operators back at least for our operators on both (21) sides to have the 508 and the 413 database.

(22) See, our databases are by numbers. (23) And so when we split the databases, the 413 went (24) the all — they are 413. The 508 didn't get in

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(1) there.

(2) We — as far as I know, we have taken (3) the 508 piece and put it in with the 413 database, (4) and the 413 pieces put it in 508 database, so that (5) you can dial 411 to do that, because it still is a (6) local call. If you dial 1 and then the area code (7) and whatever, you are going to go off on a (8) carrier's network, and then it is whatever the (9) carrier is on for that phone, and you are going to (10) take whatever DA they bring with them, whether it (11) is — as Doug says, whether it's good or bad. We (12) don't know. But it's not us, if the call is (13) getting answered, I think as you said, in Arizona.

(14) JACQUELYN BOYDEN: So you are telling (15) me that if I call — I am 413 and I call 411 and I (16) ask for a number on this side of town that is 508, (17) they are going to give it to me?

(18) MR. NESTOR: That is what we have (19) been trying to get them to do.

(20) JACQUELYN BOYDEN: It's not going to (21) happen.

(22) VICKI FELLOWS: It's not happening, (23) because we did that survey at school, and we (24) couldn't — and we couldn't get through on the

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(1) separate side of the town.

(2) JACQUELYN BOYDEN: They are going to (3) tell you that Erving is not in the 413 area code, (4) and they can't help us. Then you are required to (5) dial that 1 (978) 555-1212. And I did it, and I (6) got. Welcome to AT&T. I mean, I am assuming (7) they're — you know, you are not a monopoly (8) anymore, but you guys are all related still.

(9) MR. NESTOR: Not really.

(10) JACQUELYN BOYDEN: I mean and as far (11) as the LATA lines, if they made an exception, (12) whenever the petition came up to let us go call 978 (13) before, why can't they make an exception for 350 (14) households, which is what we are talking about. (15) You have taken and split a town right down in the (16) middle. I mean what judge is going to — federal (17) or whatever — is going to take a look and not (18) realize how ridiculous that is. I mean you have (19) taken a town and split it in half, and we are just (20) asking that you unite us like we should have been (21) in the first place.

(22) HEARING OFFICER EVANS: Mr. Mallet.

(23) PETER MALLET: Just a comment to back (24) up Mr. Nestor here. I have had dealings with

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(1) out-of-state carriers. There is over 50, maybe (2) even more.

(3) MR. NESTOR: Believe it or not, in (4) Massachusetts, and you probably can correct me, (5) there are about 320 carriers registered with the (6) Department in Massachusetts.

(7) PETER MALLET: Well, I have had (8) people trying to call the Orange Town Hall and then (9) been given my number, and I have called AT&T. I (10) have called Bell Atlantic. I called everywhere, (11) and it's people from out of state, and it doesn't (12) matter. You guys have been great. You know, AT&T (13) has been great. Bell Atlantic has been great. (14) It's just you have got all these — you've got (15) these generic companies out there, and good luck.

[16] TOWN CLERK: That actually raises a [17] question that I had. Since you own the numbers, [18] and you alone could really give us the information [19] we are looking for, could we not dial your [20] information center instead of doing the [21] 978-555-1212?

[22] Is there a number that we can call [23] you and get the low down on this?

[24] MR. NESTOR: I only — I only own the

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[1] Bell Atlantic numbers. Guess what. They are other [2] carriers, oh, 320 companies. They all own phone [3] numbers, too.

[4] TOWN CLERK: I don't care who the [5] carrier is. That is not what I am saying. I am [6] saying I want to dial your information people. [7] That is what I am asking.

[8] MR. NESTOR: Right. And that is what [9] I am trying to say is I can — and I want to go [10] back, and I will check, but one of the things we [11] are trying to work on, because a letter came into [12] me a year ago from someone that said I wanted to [13] call my mother, who I believe was in the 508 part; [14] and when she dialed, she was in 413, and they went [15] into 413, and they said, This doesn't exist. She [16] said, What do you mean? She is my mother. And [17] they said, Yeah. So we went back and researched [18] it, and we found out that when we did the split, [19] when you carry — when we stopped doing it for [20] carriers, we had split our databases. So we were [21] supposed to go back and populate those back on both [22] sides. And that is — I am not claiming it's a [23] hundred percent, but that is what we are trying to [24] do. That was about eight or ten months ago when we

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[1] got this one. And we are trying to work it that [2] way, because we understand. The problem is we are [3] not the only game in town for DA anymore, and it [4] really is — I mean with the Internet and [5] everything else, people go out and look at numbers [6] now without even using the phone company. It used [7] to be we were the only game around.

[8] TOWN CLERK: Right, I understand. [9] Let me ask you just one other thing my wife [10] reminded me on. When I talked to you about that [11] call, they picked up in Arizona, she reminded me, [12] because I made the comment, Oh, that is James Earl [13] Jones.

[14] Does he not represent you folks?

[15] MR. NESTOR: If it is James Earl [16] Jones, it is, but we don't have anyone in Arizona. [17] So that is why I'm — I am wondering what is going [18] on.

[19] TOWN CLERK: I don't know what [20] happened, but I mean he is the one that answered, [21] because I remember she said and commented that that [22] was who it was. I was thinking that is pretty [23] spiffy. So I don't know.

[24] MR. NESTOR: I mean we have

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[1] heard — it has been very helpful to me to hear [2] what the people want, because there are so many [3] legal issues and other things especially. If the [4] reality is what the town really wants is willing to [5] live with the following: If they are willing to [6] live with an area code change, and a dead — let's [7] say a dedicated exchange — I am using exchange in [8] the term of a telephone number — we would be glad [9] to go back and look at that whether we could do [10] that little amount, and what I mean by "little" is [11] that scenario I just laid out for you means we [12] don't have to go to the Federal Court and seek [13] waivers from a judge to move — excuse me — not a [14] judge — from the FCC to move a LATA line. I don't [15] have to go to the Department and seek a waiver to [16] move an exchange boundary line. I also then don't [17] have to petition my customers, who with all due [18] respect, I used to be a city councillor in the City [19] of Salem, and so I have great respect for the [20] municipal government and its voting, having spent [21] four years doing it myself. But one thing I also [22] know, having traveled the entire state, and there [23] is no disrespect to the town council, I have showed [24] up at hearings where literally I have been told by

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[1] the Board of Selectmen in the city. Don't worry. [2] We all want this. And I have been in a room with [3] 300 people for and 300 people against, and it is [4] suddenly like where did that 300 people against [5] suddenly come from, because it's the next level of [6] question that got asked, which is, do you want to [7] be in 413? Yes. Do you want to be 413 and lose [8] the following services? No. That is why one of [9] the things we do usually in any case like this is [10] we ask to petition our customers, and we ask [11] someone to petition our customers. Because what we [12] want to do is we want get a clear reading of [13] someone — send a poll out or something that says [14] just so you understand when you said you want to be [15] in 413. That is not as — here is the [16] ramifications for making that decision from a [17] telephone company customer point of view.

[18] And traditionally what we do is we [19] poll. We poll the customers and say, Here, if you [20] choose A, you get this; and if you choose B, you [21] get that. But

what I am saying is if all you [22] really want to do is move your area code into 413, [23] not change anybody's underlying service, that is, [24] don't move the exchange boundary, then we can come

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[1] forward with a proposal. We would be glad to study [2] just doing that, and we can find out whether we can [3] give you a dedicated code, dedicated to — I don't [4] know if we — can we do it, Eileen? All or part of [5] it in the 508 part?

[6] EILEEN RUSH: We could put a [7] dedicated code in Orange, which is 978, but give it [8] a 413 area code and have a unique code, yes, [9] dedicated to Erving.

[10] TOWN CLERK: What do you mean by [11] "unique code?" Is that the same as an exchange?

[12] MR. NESTOR: I think you are calling [13] it "exchange code." The first three digits of a [14] phone number.

[15] TOWN CLERK: Right.

[16] JACQUELYN BOYDEN: Right.

[17] MR. NESTOR: I think that is what you [18] mean by saying "exchange." Now that I have heard [19] people talking exchange, "exchange" has a [20] geographic definition in "Telephones." But people [21] have been talking across it, because of what they [22] want moved. But I think the predominant sentiment [23] I get here is you are talking about the first three [24] digits of a phone number. You are looking for a

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[1] phone number.

[2] JACQUELYN BOYDEN: We don't want to [3] be in 413 and 978. We want everybody in the town [4] in 413.

[5] MR. NESTOR: That part can be [6] accomplished. The only customer issues there [7] are — there is two issues. One is that customers [8] will want to do that, and I have heard a number of [9] businesses say they do. But I am just saying there [10] are business issues associated with that. We have [11] dealt with that in the Eastern part of the state.

[12] The other one is we have — we can [13] then petition the Department for permission to do [14] that, because we need the Department's permission [15] to do that.

[16] The only other thing, which we can [17] take care of is if we petition the Department to do [18] that, we then have to go ask what is called the [19] code administrator whether we can go ahead do that, [20] because the code administrator is the one who [21] basically gives out area codes. That used to be [22] Bell Atlantic; but under the new Telecom Act, we [23] have to give that up, and it is

actually going to (24) be a private company, Lockheed Martin, that is now

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... taking over that function. So we have to go ask (2) them if it's okay. But we are making an assumption (3) here that if we had a Department of Public (4) Utilities' order that they would probably look (5) favorable on it. So we can go that far if people (6) want to sit down and talk about doing that. We (7) would be glad take that information back and run (8) some numbers, get some cost information and bring (9) it back to you and say, Here is what it would cost (10) to do this, and this is what it is, and maybe we do (11) still want to poll people, just to say, do you have (12) any concerns in the 508, because we are going to (13) change all your numbers, people, in 508 to 413.

(14) JACQUELYN BOYDEN: You are going to (15) change the area code from 978 to 413?

(16) MR. NESTOR: That is correct.

(17) JACQUELYN BOYDEN: What would you do (18) with the 544 and the 659?

(19) MR. NESTOR: The —

(20) JACQUELYN BOYDEN: Would they stay (21) the same?

(22) MR. NESTOR: We would put a new dedicated code in the Orange exchange.

(24) JACQUELYN BOYDEN: Meaning?

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(1) MR. NESTOR: Right now you share a (2) code 544, I believe, with Orange.

(3) JACQUELYN BOYDEN: Part of the town (4) does, yes.

(5) MR. NESTOR: We would put in (6) another — we would try to put in another number. (7) Pick a number, 529, whatever it is, and the (8) 529 code would be for those people in the Orange (9) Exchange.

(10) The Town of Erving —

(11) JACQUELYN BOYDEN: you are still (12) leaving out half the town.

(13) SELECTMAN DANIEL HAMMOCK: Wait a (14) minute. You did this with Athol. You did the 575 (15) with the 249, because a lot of people in Orange had (16) an Athol exchange.

(17) MR. NESTOR: Yeah, it's something we (18) know we can go back and look at. It doesn't (19) require us to do any federal stuff. And it's (20) something we know we can do, and it's also all (21) within the department's authority to rule on. Once we get into moving boundaries and moving LATAs then (23) that is where the real concern comes in.

(24) HEARING PARTICIPANT: But that is

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(1) moving the LATA.

(2) MR. NESTOR: No. No. We are no (3) going to move the LATA. We are going to leave the (4) LATA.

(5) JACQUELYN BOYDEN: How can you (6) move —

(7) HEARING OFFICER EVANS: Excuse me one (8) second. We have to go one at a time.

(9) MR. NESTOR: If I can show on a map (10) what I am talking about here.

(11) HEARING OFFICER EVANS: We need to go (12) one at a time please while I am talking.

(13) Thank you. Go ahead.

(14) MR. NESTOR: If I can show on a map (15) just so — this is the exchange. This is the (16) official DPU map, or Department of (17) Telecommunications map.

(18) Do you see the black line here that (19) goes like this on the map that splits Erving in (20) half? Okay. This is both the — this is all three (21) things. It's the LATA boundary; it's the telephone (22) exchange boundary; and it's the area code (23) boundary. And, traditionally, you put all three (24) together, if you can. That is the traditional way

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(1) that it has happened. And normally you don't mind (2) doing that, because usually cities or towns lie on (3) either side of this.

(4) Now what I understand the town is (5) asking us is — what we want to do is we want to (6) take this part of Erving, which is currently in (7) 508, or 978, and move it into 413, but there (8) is — but this line, this black line, represents in (9) reality three lines. Okay.

(10) And so the question is: And how do (11) you do that. If you move all three lines then we (12) have to go the Federal Communications Commission (13) and do it, and we change people's telephone (14) service. Now we move everyone who has 508 service, (15) and we give them 413 service, so you lose all your (16) optional calling plans if we move the exchange (17) line. So if we move the LATA line, the exchange (18) line and the area code line, okay, you get your 413 (19) numbers, but then we — people lose their service, (20) and we have to go to court.

(21) If we leave the LATA line where it is (22) and pretend there was just another — there were (23) three lines on top of one another, and we only move (24) the 413 line, then we can put all Erving in a 413

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(1) area code.

(2) PETER MALLET: How can you do

that?

(3) MR. NESTOR: You have to get (4) permission from the Department.

(5) PETER MALLET: Okay. If you do like (6) you did in Athol with the Orange section, and you (7) put everybody in Erving under (413) 123 for a (8) three-digit exchange, okay. Now this includes the (9) western part of the town?

(10) MR. NESTOR: I don't know. I have to (11) find out.

(12) PETER MALLET: Or would (13) Erving — see, there is the problem.

(14) MR. NESTOR: I understand.

(15) PETER MALLET: You leave the LATA (16) line.

(17) MR. NESTOR: Right.

(18) PETER MALLET: And you move the other (19) two.

(20) MR. NESTOR: No, I only move one.

(21) JACQUELYN BOYDEN: Why can't you move (22) two and leave —

(23) MR. NESTOR: The Department can (24) require us to move two, but when I move two,

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(1) everybody in Eastern Mass. loses their calling (2) services and has to now pick up Western Mass. (3) calling services.

(4) JACQUELYN BOYDEN: Well, you (5) know — excuse me — we have a great calling plan, (6) okay. We have a call around 413. We can call (7) anywhere in 413 for one low price. That is better (8) than what you guys have over in 978 right now.

(9) MR. NESTOR: But what I have found is (10) that if your community of interest is to call (11) Boston, you don't want to have a 413 calling plan. (12) You want the Eastern LATA plan or vice versa.

(13) HEARING OFFICER EVANS: One at a (14) time, please.

(15) MR. NESTOR: But if you are calling (16) the area of Springfield, you really don't want the (17) Eastern LATA plan, you want the Western LATA plan.

(18) PETER MALLET: Question. Getting (19) back to this. Okay. You give us, like I said, the (20) 123 exchange, the whole town.

(21) Now, does that mean the eastern (22) part of the town gets both, both Boston and (23) Springfield?

(24) MR. NESTOR: No. No. That requires

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(1) a LATA boundary change or requires permission —

(2) PETER MALLET: This is where —

(3) MR. NESTOR: — to go across the (4) LATA.

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Area Code Investigation - Erving, MA

January 26, 1998

[5] PETER MALLET: This is where I am [6] having a hard time with this, because you are going [7] to unify the town, but you are not.

[8] MR. NESTOR: That is right.

[9] TOWN CLERK: Could I just ask a [10] simple, silly question? That may work if you move [11] the 413 area code line so that the whole town is [12] 413, and you say okay. On the east end of town, we [13] have this exchange 123 that we can give you. [14] Perhaps we could also have that same exchange out [15] of the 413 side if we can find an identical [16] exchange from both halves then in essence we have [17] done what we want; is that true?

[18] MR. NESTOR: It's true. It's a [19] little more complex, because — I don't want to [20] make this too complex, but I know it's a complex [21] subject. Telephone numbers are given out in blocks [22] of 10,000 numbers, and one of the reasons we have [23] an area code problem in Eastern Massachusetts is we [24] have to give out telephone numbers — or telephone

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[1] numbers are given out in blocks of 10,000 numbers. [2] We would have to go ask the code administrator [3] whether we can designate 20,000 numbers for a [4] community the size of Erving, which probably if I [5] stayed around — if you and I all met back here in [6] 40 years probably isn't going to use a full 40,000 [7] telephone numbers. There is a number — there is a [8] code administration number depletion issue that [9] goes along with what you are talking about, because [10] they give them out in blocks of 10,000 numbers. So [11] to do what you want to do would 20,000 phone [12] numbers.

[13] TOWN CLERK: Yeah, I understand what [14] you are saying.

[15] JACQUELYN BOYDEN: You have already [16] done that with the Millers Falls exchange, which [17] has 14 or 1,500 people in their village. They have [18] their own exchange. You gave them 10,000 numbers [19] to play with. I guess I am having a little problem [20] here wondering why we can't — you can't move the [21] two things that we want you to move and not mess [22] with the long distance, when long distance isn't [23] supposed to be — you don't have to go with AT&T [24] anymore. You can go with MCI. You can with

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[1] Sprint. The long distance — the LATA lines don't [2] really mean anything anymore, if I am understanding [3] the way technology is going to the future. They [4] really are not as valid as they once were.

[5] MR. NESTOR: Correct. We hope at [6] some point to be able to go back and relicense to [7] carry that call crossover.

[8] JACQUELYN BOYDEN: You talked about [9] polling people to see if they really wanted to [10] change. You didn't poll anybody when you changed [11] from 508 and made us into 978. You just said, We [12] are doing it. I mean, you didn't poll to see who [13] wanted to stay and who wanted to go. That is why [14] you have got all that up roar from the [15] communities that were split.

[16] MR. NESTOR: Actually, it wasn't our [17] idea to do a split. Our idea was to do an overlay [18] and not change anyone's number. Someone to [19] my right here ordered us to do the split.

[20] (Laughter.)

[21] JACQUELYN BOYDEN: Maybe they will do [22] it to make us happy, to make everyone happy again.

[23] HEARING OFFICER EVANS: Not me [24] personally.

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[1] MR. NESTOR: Not them personally, but [2] that was not our proposal to change anyone's phone [3] number. In fact, our proposal would not have [4] changed anyone's number, but the Department ordered [5] us to change the telephone numbers.

[6] MR. DENNY-BROWN: That is a different [7] issue.

[8] MR. NESTOR: That is a different [9] issue.

[10] HEARING OFFICER EVANS: Can I make a [11] suggestion here? I would like to take a short [12] break here. We still have a number of other people [13] listed here, but I would like to take a quick [14] break. I think the stenographer needs a [15] five-minute break here.

[16] And we will reconvene in — the [17] stenographer needs a ten-minute break. So let's [18] come back in at 25 past 9:00, please, and we will [19] finish up.

[20] Thank you. [21] Off the record.

[22] (There was a short break taken.)

[23] HEARING OFFICER EVANS: We have the [24] next person to testify. Peter —

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[1] PETER SVETAKA: That is me.

[2] HEARING OFFICER EVANS: And I will [3] let you pronounce your last name, sir.

[4] PETER SVETAKA: Svetaka.

[5] HEARING OFFICER EVANS: All right. [6] Could you pronounce your last name.

[7] PETER SVETAKA: Svetaka.

[8] HEARING OFFICER EVANS: Okay. Do you [9] swear or affirm the testimony which you are about [10] to give will be

the whole truth?

[11] PETER SVETAKA: I do.

[12] HEARING OFFICER EVANS: Go ahead, [13] sir.

[14] PETER SVETAKA: I'm a 978 user. You [15] know, I came here to get enlightened, to find out [16] just what it's all about. From Bell Atlantic and [17] this gentleman that was over here, and the others, [18] to me it sounds like coordination between the town, [19] 911, and Bell Atlantic. If it's done right, we [20] don't have any problem.

[21] Now, I called 911, not for myself, [22] but for a number of my neighbors, and we have had [23] no problem, because our area at this end of [24] town — this end of town doesn't have the problem

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[1] that they have on the other end, but I can't speak [2] for the other end, because I am not involved. I [3] just want to bring that out, that I have had no [4] problem.

[5] I also will tell Bell Atlantic that [6] since they took over, this is the first time that [7] they moved the telephone lines off the old pole [8] that they had on my property, and they are going to [9] take the old pole out as soon as the new truck [10] comes along. And I want to just thank them for [11] that.

[12] But the other thing is this. I'm [13] listening to the radio and the television and a [14] couple of other people in Springfield, and I am [15] asking this: We are asking for something that is [16] going to take a while to change over. I want to [17] ask Bell Atlantic, what about the new microchips [18] that end the year 01/01/00.

[19] Now, the thing is from all I [20] gathered, banks, telecommunications, and all the [21] industry that means the lights on and off going [22] down the road, anything else, is going to be [23] disturbed dramatically. New York is going to be [24] hurt first, because they are the biggest. In 1998,

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[1] that is this year, they are already going to start [2] the problem.

[3] The State of Oregon has 1,000 people [4] or 1,000 banks that are already diminishing in [5] business, because it costs \$1 million to change the [6] microchips for a small bank.

[7] Now the question I am asking is how [8] soon is this advanced technology going to hit Bell [9] Atlantic so everything we do is going to be changed [10] dramatically? Because they are saying everybody [11] has their own phone number. That is what it ends [12] up.

[13] That is all I want to say.

[14] MR. NESTOR: The simple answer I

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can [15] tell you is we have a task force working on the [16] ends in zero problem, and they assure me they are [17] going to get it done before midnight on that date, but there are literally hundreds of people. We [19] have hundreds of systems and computers, and they [20] are all working on that problem.

[21] HEARING OFFICER EVANS: Thank you. [22] Warren Boyden.

[23] WARREN BOYDEN: Yes, that would be [24] me.

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[1] HEARING OFFICER EVANS: Mr. Boyden, [2] do you swear or affirm the testimony which you are [3] about to give will be the whole truth?

[4] WARREN BOYDEN: Yes.

[5] HEARING OFFICER EVANS: Thank you.

[6] WARREN BOYDEN: Okay. Mainly, most [7] of the issues have been covered obviously as to why [8] we would like to have things straightened out.

[9] Beyond that, I wanted to comment and [10] ask why it seems like it is so difficult to do. I [11] wanted to know what it would take to get it done. [12] I think that is why I came here, besides all the [13] obvious reasons that we have already talked about.

and I think in this little session we [15] are having over here at the table, we were [16] starting to hear some ways things could be done and [17] some alternatives. So I think we just got to keep [18] going there.

[19] So I want to find out what it's going [20] to take. I mean initially he said it's going to [21] cost millions and billions of dollars and dig up [22] the lines and everything else, but it sounds like [23] there might be other ways this can get done. So I [24] guess we will just have to talk more about it.

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[1] And that is about it.

[2] HEARING OFFICER EVANS: Thank you, [3] Mr. Boyden.

[4] Ed Kavanaugh.

[5] HEARING PARTICIPANT: He had to [6] leave.

[7] TOWN CLERK: He left.

[8] HEARING OFFICER EVANS: Frank Newton.

[9] FRANK NEWTON: Yes.

[10] HEARING OFFICER EVANS: Mr. Newton, [11] do you swear or affirm the testimony which you are [12] about to give will be the whole truth?

[13] FRANK NEWTON: I do.

[14] HEARING OFFICER EVANS: Thank you, [15] sir.

[16] FRANK NEWTON: First off, I think I [17] would like to say that about eight or nine months [18] ago, I called 911, and everything worked fine, but [19] I just want mostly to indicate that I'm still for [20] making the change for the area code.

[21] HEARING OFFICER EVANS: Okay. Thank [22] you, Mr. Newton.

[23] Marion Newton.

[24] MARION NEWTON: No.

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[1] HEARING OFFICER EVANS: Joyce Newton.

[2] JOYCE NEWTON: I have nothing to add [3] at this point.

[4] Thank you.

[5] HEARING OFFICER EVANS: Robert Brown.

[6] ROBERT BROWN: Yes.

[7] HEARING OFFICER EVANS: Do you swear [8] or affirm that the testimony which you are about to [9] give will be the whole truth?

[10] ROBERT BROWN: Yes, I do.

[11] HEARING OFFICER EVANS: Thank you. [12] Go ahead, Mr. Brown.

[13] ROBERT BROWN: Well, first let me [14] begin by saying thank you for being here. I waited [15] an awful long time. I savored this session. I had [16] to leave for about an hour. I have waited a long [17] time.

[18] To give you a bit of my history. I [19] moved to Erving 22 years ago; in eight more years, [20] I will be a townie.

[21] (Laughter.)

[22] ROBERT BROWN: The first week that I [23] moved into my beautiful little household on River [24] Road, I called the telephone company to set up my

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[1] phone. I called New England Telephone Company.

[2] MR. NESTOR: That is correct.

[3] ROBERT BROWN: It has changed so [4] much, who the heck can remember. I told them I [5] just moved into my home in Erving, and I wanted a [6] telephone, and they said — and the number on the [7] phone was (413) 659 something or other. I said, [8] Well, that is impossible if you live in Erving. [9] They said, You don't live in Erving. They said you [10] can't live in Erving. Well, you can't. That is [11] Millers Falls. Well, come on, this is Erving. I [12] am pretty sure the deed said Erving. And they [13] said, No, that is impossible. It's Millers Falls.

[14] Okay. And the phone book came out, [15] and it was Millers Falls. The very same day I went [16] down to the local Post Office so I could sign up to [17] get my mail, and my house didn't have a house

[18] number. So I looked at the house to the right of [19] me, saw their number; and I looked at the house to [20] the left of me and saw their number and determined [21] mine should be somewhere in the middle. I went to [22] the Post Office. And I walked in, and I wanted to [23] register to receive mail. And where do you live. [24] I said, I live over in Erving. And he said, That

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[1] is impossible. We don't serve Erving. Well, that [2] is what the phone company told me. The postmaster, [3] or whatever his title was, actually got angry with [4] me, because I said I lived in Erving. He says, You [5] live in Millers Falls, and don't forget it. Okay. [6] And he says your number — he says, I know the home [7] you bought. Your number is 47. I said that [8] doesn't fit. You know, I have 51 on one side, 55 [9] on the other. I am 53. He said, No, it's 47. I [10] took it. So automatically, that first day, I was [11] enrolled to receive mail through Millers Falls. I [12] was in the telephone book as living in Millers [13] Falls, and I lived in Erving. That has bothered me [14] since.

[15] About ten years ago, a group of [16] people in the Erving JCs began a movement to get [17] the Post Office changed. Our tremendous board of [18] selectmen — I should say select board for the [19] record — intervened between the JCs and the Post [20] Office and negotiated an acceptable compromise on [21] both of the parties, for both parties. We in [22] Millers Falls would be allowed to use Erving on our [23] address, yet maintain the 01349 area code. Now, I [24] know that has nothing to do with the telephone, but

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[1] bear with me, and you'll see a connection. And we [2] accepted that compromise, as long as we could use [3] the name of Erving instead of Millers Falls.

[4] That lasted for approximately three [5] years. Although, and it still lasts to this day [6] for some — to some degree of success or failure. [7] There is mail that comes — when mail is addressed [8] to Erving, every computer — if I go to a Ford [9] dealership and buy a Ford, and I list my name as [10] Robert Brown living in Erving, it's automatically [11] given an 01344 zip code. My mail or a magazine [12] comes to the Erving Post Office. Well, I don't [13] live in the Town of Erving, at least not by that [14] house number. It has to go back to Springfield and [15] then up to Turners Falls. You know, sometimes it [16] goes to Gill.

[17] But anyway, to compound all that, we [18] have the horrendous problem of the area code and [19] the different exchanges. It has infuriated me that [20] I

have had to call directory assistance to get my (21) neighbor's telephone numbers; and then when I call (22) directory assistance back when it was Ma Bell, they (23) told me that you are in the wrong area code. It (24) has been frustrating. We worked out an agreement

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(1) about six or eight years ago with the telephone (2) company that all residents of Erving would be in (3) the 413 Greenfield area phone book, as well (4) as — what was it —

(5) JACQUELYN BOYDEN: Arbol-Gardner.

(6) ROBERT BROWN: But what was the old (7) zip code — I mean area code?

(8) JACQUELYN BOYDEN: 508.

(9) ROBERT BROWN: But before that?

(10) HEARING PARTICIPANT: 617.

(11) ROBERT BROWN: And then 508. That (12) lasted for about three years. That was an (13) acceptable compromise, but it didn't work. It (14) didn't work with the Post Office. None of those (15) 'compromises have ever held up. There is change in (16) people.

(17) The Town Clerk does an outstanding (18) job of updating records. He will leave. Will the (19) next Town Clerk do the same thing? Maybe. They (20) are very dedicated people, but things fall through (21) the cracks. Compromises, the details and the (22) history of compromises and agreements are (23) forgotten. New people come in, and things change.

(24) I served on the Erving School

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(1) Committee for eight years. I resigned this past (2) August. Throughout those eight years, and my (3) children went through the school, through the (4) elementary school. That is all we have in this (5) town is a little elementary school. The kids were (6) confused over where the hell they lived. One kid (7) who lives in Erving East would tell a kid in Erving (8) West that this kid in Erving West doesn't live in (9) Erving. He lives in Millers Falls. The kid in (10) Erving West would say, I don't live in Millers (11) Falls. I live in Erving. And the kid would say, (12) No, you are in Millers Falls.

(13) Erving West-Millers Falls came to be (14) 100 years ago when they needed to share fire (15) apparatus, and they didn't have vehicles so they (16) could travel far. Men joined together and pulled (17) these buggies along the street to put out fires. (18) So there was a split in the town that is 100 years (19) old. Well, you know, we put people on the moon. (20) We send little gizmos up to Mars to travel around (21) and pick up rocks to try to determine what their (22) composition may happen

to be. We have cellular (23) telephones.

(24) Oh, by the way, speaking of

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(1) technology. I am on the 659 — what do you call (2) it?

(3) HEARING OFFICER EVANS: Exchange.

(4) ROBERT BROWN: Exchange, and the (5) wonderful relay house in Millers Falls, I still (6) have the pulse system. I don't have tone. I can't (7) get it. That was promised to us, God, geez, (8) 15 years ago. Ten years ago.

(9) MR. DENNY-BROWN: Everybody has tone.

(10) ROBERT BROWN: No, we don't.

(11) JACQUELYN BOYDEN: No, we don't.

(12) MICHAEL PEQUIGNOT: You can have it (13) if you want.

(14) ROBERT BROWN: We do not have tone. (15) And I have a hell of a time when my — getting onto (16) the Internet. I get on okay, but when I am on (17) there I have to do some fast changing for the (18) tone. That relay house in Millers Falls should (19) have left with the Edsel.

(20) You speak of technology, but that (21) building over there, that relay house should have (22) been burnt down, again, 30 years ago. The (23) investment in that relay house has been sorely (24) lacking for decades.

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(1) Now, the people in the Town of Erving (2) suffer what I have always called an identity (3) crisis. Again, ten years ago, we tried to get (4) things changed. It upset a lot of people in town. (5) So we went the route of compromise, and it didn't (6) work. Well, since then, because of the zip code (7) problem, the schools have — the town itself has (8) lost thousands and thousands of dollars from either (9) state or federal aid.

(10) The Town of Montague, that is (11) beautiful, the Town of Montague, because our (12) children are tuitioned to secondary schools in the (13) Town of Montague; and the people in Millers Falls, (14) Erving are considered to be part of the Town of (15) Montague, the Village of Millers Falls. Why are (16) the people — why is this — how does this or why (17) does this identity crisis exist? It exists mainly (18) because the great institutions continue it. You (19) have the same thing, but these ads were, in the (20) last two weeks, have been in all the damn papers (21) throughout Massachusetts, and it's the same thing.

(22) Erving is not even on there, and half (23) of Erving is in there. Here is one of the great (24) institutions, the damn telephone company is telling

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(1) people in Erving, at least this part, this side of (2) Erving that they don't exist.

(3) Northeast Utilities, from whom I (4) work, swears up and down they don't serve the Town (5) of Erving with electricity, but they do the (6) east — the west end of town. They corrected their (7) map. You folks need to bone up. This is (8) embarrassing. You ought to be ashamed. You can't (9) get your damn maps right. (10) The people in this town, after a (11) decade, have come together through an awareness (12) process. They are aware of the damage. They are (13) aware now of the safety issues. They want this (14) changed.

(15) Now, I'm going to get a little (16) sappy. I spent 12 years in the military. I am a (17) veteran. I am a Vietnam Veteran. I hold in (18) highest esteem what transpired last May in our (19) little Annual Town Meeting to vote for this, and (20) that vote was unanimous. There should be no (21) greater force than the will of the people, and the (22) people of Erving have spoken unanimously. I am (23) impressed by that. (24) Ten years ago, we probably would have

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(1) lost, but not this year. It was unanimous. And it (2) was the support of not only the residents, but the (3) businesses. You have heard from business people (4) tonight. It was impressive, and I was very proud (5) of them.

(6) It's time to change. You have to (7) make the investment, yes; you have to put a relay (8) house somewhere, right?

(9) It's time to change, folks. Don't we (10) have computers? We have computers in our (11) automobiles. Yet we can't even get tone dialing. (12) We can't even upgrade to one exchange, one area (13) code. This is foolish. Compromises will not (14) work. Agreements will not work. We need the (15) hardware in place to avoid the human frailty, that (16) human tendency that forgets those agreements. (17) Thank you.

(18) HEARING OFFICER EVANS: Thank you, (19) Mr. Brown.

(20) Okay. Beth Sullivan. (21) She left.

(22) HEARING OFFICER EVANS: And Dave from (23) the Union News.

(24) HEARING PARTICIPANT: Dave left. He

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(1) had an early deadline.

(2) (Laughter.)

(3) HEARING OFFICER EVANS: Mark (4) Burnett.

(5) HEARING PARTICIPANT: He left.

(6) HEARING OFFICER EVANS: Frank (7)

January 26, 1998

Arca Code Investigation - ERVING, N.J.

Connelly.

[1] Ken Willis.

[2] KEN WILLIS: Hi.

[3] HEARING OFFICER EVANS: Yes, [4] Willis.

[5] KEN WILLIS: I'm here on behalf of [6] Representative —

[7] HEARING OFFICER EVANS: Would [8] you — I'm sorry. Would you like me to swear you [9] in?

[10] KEN WILLIS: Yes, if you would.

[11] HEARING OFFICER EVANS: Do you swear [12] or affirm the testimony which you are about to give [13] will be the whole truth?

[14] KEN WILLIS: I do.

[15] HEARING OFFICER EVANS: Go ahead [16] please, sir.

[17] KEN WILLIS: I'm Ken Willis. I'm

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[18] here on behalf of Representative Merrigan, who [19] couldn't be here tonight. And I just have a letter [20] from John to read to Secretary Cortrell, Department [21] of Technology — Telecommunications and Energy.

[22] Dear Secretary Cortrell:

[23] As a legislator representing the Town [24] of Erving and weighing strong support of the [25] petition of the Board of Clemen requesting that [26] the town moved entirely into the 413 area code [27] and be attributed a unique local exchange. This [28] petition is the result of multiple — multiple [29] public safety incidents that were the direct result [30] of having two distinct area codes. I am aware that [31] Erving has outlined these concerns to you [32] previously, the most recent of which occurring on [33] November 3, 1997.

[34] On that date, an E-911 call placed [35] from West Main Street in Erving was incorrectly [36] displayed on a dispatcher's computer screen as [37] having been placed from West Main Street in [38] Orange. When you consider that just a few moments [39] can mean the difference between life and death, [40] this change is critical to Erving residents.

[41] Again, I strongly support moving

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[42] Erving entirely into the 413 area code with unique [43] local exchange for the interest of public safety.

[44] Thank you for your timely and [45] thoughtful consideration.

[46] Respectfully, [47] John F. Merrigan, State Representative.

[48] HEARING OFFICER EVANS: Do you have a [49] copy of that letter for me?

[50] KEN WILLIS: Yes. This is for you.

[51] HEARING OFFICER EVANS: Great.

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Thank [52] you, Mr. Miller — Willis. Excuse me.

[53] I do have one question for Bell [54] Atlantic.

[55] When someone has a complaint [56] regarding the E-911 system, what is the mechanism [57] in place to address those complaints?

[58] MR. NESTOR: I am going to build into [59] your assumption that the complaint is — they are [60] going to come first to Bell Atlantic, and they are [61] not going to the town and to the SETB.

[62] HEARING OFFICER EVANS: As you are [63] speaking for Bell Atlantic you make that [64] assumption.

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[65] MR. NESTOR: Then Bell Atlantic has a [66] separate, dedicated group that deals with 911, and [67] the complaint would be routed into that [68] organization for investigation, depending on what [69] the complaint is, but we have separate technicians, [70] and we have separate people who work with [71] Mr. Watkinson's organization on a daily basis, both [72] with cutovers and maintenance and ongoing issues.

[73] So if we received an E-911 complaint, [74] it would go to that organization to be examined as [75] to what it was. And then if they had to work [76] either through SETB or a town, they would [77] coordinate back. I believe Mr. Newton said he has [78] coordinators I think in Taunton or Fall River that [79] he talks with that deal with some certain types of [80] issues. A lot depends on the issue, but there is a [81] dedicated group for 911 within the company, under [82] the direction right now of a gentleman by the name [83] of Thomas Broderick.

[84] HEARING OFFICER EVANS: And has Bell [85] Atlantic received complaints from the Town of [86] Erving regarding the E-911 service?

[87] MR. NESTOR: I can go check with [88] Mr. Broderick as to the ones we received from the

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[89] town, or if we received it from the town. I did [90] not have an opportunity prior here to see how many [91] there were. I do know that Mr. Broderick has been [92] working with Mr. Watkinson, because I think it [93] ended up in Mr. Newton getting a new list from [94] Mr. Watkinson tonight to try to address this issue [95] on any 911 basis.

[96] TOWN CLERK: I did get a list of [97] phone numbers and things, but again as I stated [98] earlier, I never get the ALL discrepancies until [99] the tail end of the loop. So I don't know who [100] initiates them. I don't know, you know, how they

[101] get there. But by the time they get to me, I'm [102] getting a call from 911 down in Fall River saying [103] Oh, we need to make this change. Will you sign it, [104] because everybody else has. And that is, you know, [105] then I check it out, and yup, it looks okay, and I [106] sign it.

[107] MR. NESTOR: The long and short is [108] there is a dedicated group. And if you need more [109] help with the group that you are dealing with, we [110] can get someone from Mr. Broderick's organization [111] also to get involved. It's a function of they have [112] responsibility — they had responsibility, first of

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[113] all, for all the cutovers. They take their [114] direction from SETB as to the timing and all that, [115] and they have ongoing responsibility for whatever [116] issues there are with the system itself, and that [117] includes, for example, moves and changes. Some [118] towns are moving their PSAP locations and anything [119] like that. We can get you a dedicated name. That [120] is no problem.

[121] HEARING OFFICER EVANS: Let me ask. [122] The representatives of the town here, did you place [123] any formal complaints with Bell Atlantic regarding [124] the problems you have had with E-911? And if so, [125] what was your — what was the company's response?

[126] TOWN CLERK: I personally did not put [127] any complaints in against them. You know, again, I [128] was just dealing with the ALL things, and I figured [129] that this was being handled by other folks, so I [130] haven't personally done anything.

[131] DANIEL HAMMOCK: Would you allow us [132] to document what we have done and submit it to you [133] in writing, because I don't have it on the tip of [134] my tongue what we have done or haven't done.

[135] HEARING OFFICER EVANS: That is [136] fine. Thank you. And I — and what the company

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[137] response was to you with what you — what you [138] approached the company on.

[139] DANIEL HAMMOCK: Thank you.

[140] TOWN CLERK: Just a question [141] of — you know, who normally would discover the [142] discrepancy? You know, I mean I would think that [143] the guy at the dispatch when he dispatched [144] wherever, you know, West Main Street, Orange, [145] instead of Erving, when they get to Orange, that [146] they will call back the dispatch and say, Gee, [147] there is nothing here. You know, I mean, I would [148] think it's the emergency crew that really would [149] initiate — I mean I am just

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looking for logistics, (14) because I really don't know.

(15) MR. NESTOR: Yeah, I mean, I think (16) you are right. I mean obviously as we go back to (17) the process, you sent numbers in to Bell Atlantic. (18) We look to assign phone numbers within that number (19) range. That goes in and should automatically flow (20) through. It should kick out of the system if it's (21) an address that doesn't fit. It could fit a number (22) range, for example, but also have the other town. (23) It could have been a simple mistake on either end, (24) your end, our end, and putting it in, in which

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(1) case, if it doesn't look like a mistake until the (2) dispatch or someone tells us, because they have (3) gone out and physically said, That is not where it (4) is. It's over here. So we need the input from (5) whoever it is, the town — I will call it the town (6) or the public safety response group, whatever it is (7) to say, you got it wrong in the database. And then (8) we have to go in and change it. And then assuming (9) that there is no — what I will call pointing (10) issue — we have to check with SETB that says now (11) that we have changed it, does this town (12) still — does this public safety group still (13) respond to that location? In other words, had it (14) come up on these guys, PSAP. We have to make sure (15) that coordinates with SETB, because we take all our (16) directions from SETB on the — because we have to (17) do whatever they want if it is consistent. They (18) bless the state plan. So we are an advisor to them (19) for network issues, and then we have to implement (20) what they want for the state plan. So that is how (21) it would work.

(22) TOWN CLERK: Okay. Thank you.

(23) HEARING OFFICER EVANS: Yes, sir.
(24) Dennis Rindone.

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(1) SELECTMAN DENNIS RINDONE: Can I make (2) a couple of final comments?

(3) HEARING OFFICER EVANS: You may.

(4) SELECTMAN DENNIS RINDONE: Just one (5) or two things that came to mind.

(6) You know, I am perfectly happy to see (7) everybody working together, Bell Atlantic and the (8) table there. When we had the break it seemed like (9) people were talking about a number of options and (10) different things and trying to lay them out. And (11) that is great. And I think Bell Atlantic should (12) work with our committee and try to work things (13) out. I do have one concern.

(14) I would be concerned about the poll (15) that they had talked about. I would be concerned (16) about the kinds of ques-

tions that they would ask, (17) and I hope that if they come up with a polling and (18) to see if their customers really did want this (19) service. I would be concerned about how they asked (20) these questions. And maybe they could work on that (21) with our committee.

(22) A thought came into my mind, even the (23) question could be put on the ballot. Even though (24) we have already unanimously approved it in a town

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(1) meeting, but a nonbinding kind of a question on the (2) ballot is an idea that would give more bite to (3) anything that Bell Atlantic could put out for a (4) poll.

(5) And as a final thing, for Pete's (6) sake, so that he understands, the selectmen have (7) been working for the past several years with both (8) Mass. Electric and the telephone company to get the (9) wires off the poles. It hasn't been the utilities (10) that have just come along and just decided to do (11) it. It has been the citizens pushing the utilities (12) to get this job done; otherwise, it would never get (13) done.

(14) And I guess the last thing I want to (15) say is these compromises that Bob had talked (16) earlier really was on the behalf of citizens (17) pushing for these things, like getting the listings (18) in both phone books, getting the extra benefits (19) that 508 could have within the 413 area code. I (20) happen to be in 508 — or 978 now. And I would be (21) perfectly happy to lose whatever benefits I'm going (22) to lose to get into 413 and be with the whole town (23) in 413. So that is my final comments.

(24) HEARING OFFICER EVANS: Thank you.

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(1) Could I ask regarding the polling, does Bell (2) Atlantic have a comment as far as working (3) with — if you were to send out a poll working with (4) the town on what that poll consists of?

(5) MR. NESTOR: Yes. Traditionally, the (6) way we have done polling, just so you understand, (7) Traditionally, the way we have done polling, we put (8) together the questions, and it's really basically (9) straightforward. It says, if we move you from A to (10) B, here is what you gain, and here is what you (11) lose. We don't try to — and basically we usually (12) give a draft to the Department before we even send (13) it out. So then we mail it out. And there is (14) also — it has been done two ways. You can do (15) negative, which says, because you never get a (16) 100 percent response. You can say in order to spur (17) people on, or give an incentive to respond, you (18) say — you can put in, if you don't respond, then (19) we will

consider you are — as if you are satisfied (20) with this or that. That is one way we have done (21) it. Or we have just left that part out and said, (22) you have to respond, and we see what we get. We (23) obviously try to maximize the response back. But (24) the polling is really — it's not a — what it does

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(1) is it goes to the next level of a question, because (2) what we found is if you say to someone, and this is (3) by no means any disrespectful — would you (4) agree — do you all want to be in 413? Everyone in (5) this room appears to want to be in 413. Heck, I (6) will put you in 413. But as I said before, when I (7) say, now for you to go to 413 means the following (8) for you. And if you tell that to a customer, they (9) might then say, Well, I don't know. If you told me (10) that, I may have some issues. What does that (11) mean? You mean I am going to lose my — you know, (12) gees, my Internet access provider is over there in (13) Athol. I am going to lose free call into that (14) location is what you are telling me. I mean (15) suddenly it becomes very personal when you bring it (16) to that level of people. And that's — like I (17) said, I have had, with all due respect, I have (18) showed up at towns where I have had selectmen and (19) everyone vote, and suddenly there is 300 people in (20) the audience who popped up and said, guess what, we (21) don't like this idea. And I'm suddenly, wait a (22) minute. Didn't everyone tell me this was (23) unanimous, this was great stuff, and I have done (24) that. So we try to avoid that by going out and

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(1) doing a poll first.

(2) HEARING OFFICER EVANS: The question (3) is will Bell Atlantic agree to work with the town (4) on the wording of the polling?

(5) MR. NESTOR: Oh, sure. I mean, if (6) the issue is — but I mean I guess we have another (7) proposal. If the basic issue is the proposal that (8) we were talking about at the table, which is simply (9) moving the area code line then the only issue that (10) is a polling issue is to say to people, Do you (11) agree to give up the number. Because we are not (12) going to change — at least under that proposal we (13) not change anybody's rates or anyone's calling (14) areas or anything. So all you would say is would (15) you be willing to take a 413 number.

(16) We found, traditionally, that is a (17) business issue, because it means the business has (18) to be willing to change stationery and signage, and (19) anything like that. It tends to be less of a (20) residence issue, although you will find some (21) residents, customers who are

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very dedicated to [22] their phone number. They have had it for 30, [23] 40 years, and they don't want to give it up. We [24] finding that out in the east when we loing

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[1] area codes. So we like to at least hear what the [2] customer has to say about that.

[3] And if it turns out that you are [4] right, that it really is unanimous or the vast, [5] vast majority of the town, you know, wants it, then [6] we are not against doing it, but that is — it's [7] getting it on the table. But if that is the [8] proposal, there is really only that one issue for [9] the poll.

[10] If the proposal is to go beyond that, [11] and to start moving exchange lines around, then we [12] would want the poll to include things such as if [13] you choose this, you lose these services, and you [14] gain these services.

[15] HEARING OFFICER EVANS: Mr. Rindone, [16] you mentioned the possibility of a nonbinding [17] question on the ballot.

[18] When is your next election?

[19] TOWN CLERK: May, May 4.

[20] HEARING OFFICER EVANS: You folks had [21] a comment.

MICHAEL PEQUIGNOT: I was just going [23] to quickly follow-up, because I can't realize John [24] was going to say that, but what I was going to say

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[1] is if the selectmen or the committee is concerned [2] about us doing the poll. I mean I don't see any [3] reason why we'd be opposed to you doing the poll if [4] you want to. We just want to be sure that everyone [5] understands, especially us, what the issues are so [6] that when we try to construct back solutions, we [7] are dealing with the right issues. We don't want [8] to presume that losing Eastern Mass. calling plans [9] is an issue. We think that is an issue. If it's [10] not an issue then we don't have to worry about that [11] in our solution.

[12] JACQUELYN BOYDEN: No offense. That [13] is an issue because that is where you live, but [14] most of us live in Franklin County.

[15] MICHAEL PEQUIGNOT: No, I live in [16] Hampshire County.

[17] MR. NESTOR: And quite traditionally, [18] as I say, we normally run the draft through the [19] Department first to say this is what we want to [20] send out, — anybody have any real comments about it. That is the way it has traditionally [22] been done. And then the only real debate has [23] traditionally been the issue of do you put the [24] negative check off on it so to speak to

force a

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[1] vote if people don't respond. And it has come out [2] both ways based on the size of the poll, how many [3] people.

[4] JACQUELYN BOYDEN: You are only [5] talking 350 households.

[6] MR. NESTOR: Yeah. This would be [7] considered a very small poll compared to some of [8] the others we have done, which have been in the [9] thousands.

[10] EILEEN RUSH: If I could just add, we [11] were talking about different options. So I think [12] what would be important is that people understand [13] whatever options we come up, what those [14] ramifications are. And as long as they understand [15] that, we clearly communicate that to you. I would [16] agree with Mike, why not let you do it. We just [17] want to make sure that the information you have and [18] related people is correct. It's not like we don't [19] believe you, but Sean has said there has been cases [20] where people say, yes, yes, yes, we all want this, [21] and maybe there is 500 people at a Town Meeting, [22] but there is 1400 people impacted. I don't know [23] what the numbers are. We just want to make sure [24] that we are not going to get yelled at by

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[1] customers.

[2] MR. NESTOR: I don't mean this in [3] disrespect, but in another life I actual do [4] political polling, and I can truthfully tell [5] someone who taught me actually said, Sean, there is [6] one way to tell how you can do a poll. He said, [7] Put this question on. How many people here are in [8] favor of motherhood? Anybody against motherhood [9] here? He says, okay, now how many people would be [10] willing to sign a petition for the mother of the [11] unknown soldier? Anybody? Anybody who would not [12] sign a petition for the mother of the unknown [13] soldier? Then he says, Who is the mother of the [14] unknown soldier? So if you phrase the questions [15] right, you can get a response where people say, [16] yes, I am in favor of motherhood, and sure I will [17] sign the petition. But then when you say, What [18] does it mean? It's like, well, I don't know who [19] they are. Who are we going to hand it to. In [20] polling, they tell you, it's very critical how you [21] design the questions. We have no problem designing [22] with the Department sharing with someone to say, [23] Can we avoid that type of scenario. We just want [24] to make it very black and white for customers.

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[1] SELECTMAN DENNIS RINDONE: Well, that [2] is why we want input into the polling.

[3] MR. NESTOR: No problem.

[4] SELECTMAN DENNIS RINDONE: Because we [5] are not a political town, and we are not [6] politicians here. We are all community service, [7] and we are here for our community. So that is [8] exactly why we want input into it.

[9] MR. NESTOR: And you are all our [10] customers. We only want to do what the customers [11] want if we can do it within legal bounds and within [12] cost bounds and everything else.

[13] HEARING OFFICER EVANS: Mr. Hammock, [14] did you want to make some final comments?

[15] DANIEL HAMMOCK: Yes. Could I be [16] sworn for the record?

[17] HEARING OFFICER EVANS: You were not [18] sworn before? I believe you were.

[19] DANIEL HAMMOCK: If I were, that is [20] fine. I will reserve on that. Thank you.

[21] We hope that you have seen that we [22] didn't come here to bash Bell Atlantic, or show [23] them control over anybody else. We simply believe [24] we have some problems that we tried to solve on our

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[1] own, and we don't believe the solutions lie with [2] us. We don't think we can solve all the problems, [3] and so we are asking for your help, and we are [4] pleased as punch that Bell Atlantic has offered to [5] help with some of the things. The — I would like [6] to put in the record — it's probably already [7] there — but it's a copy of Article 16 of our [8] Annual Town Meeting, the petitioned article and the [9] straw poll that the Town Clerk certified was taken [10] also, because exactly what they have offered to do [11] for us is what we have asked. And we have asked [12] it, and so eloquently said for a long time from a [13] number of different people, a number of different [14] agencies, a number of different companies.

[15] We want to help find solutions, not [16] just keep the problem going. We want it to be [17] done, and we want it to be done right in a way that [18] will last and not find another bunch of people here [19] ten years from now having the same problem again.

[20] It was mentioned here that we will [21] attempt to provide for you what documentation we [22] can. We will request of Shelburne control [23] information on the misdirection of calls. I am not [24] sure that they are obligated to give them to us. I

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[1] don't know if they are obligated to give them to [2] you, but we will ask, and we request that perhaps [3] you ask also, because we know from Willie Ryan or [4] Vicky Fellows, we know some of the things that [5] happened, and we can submit those to you, and we [6] were kind of interested to see if their account [7] will match up with our account, if there are others [8] we don't even know about. We will ask. And in the [9] event that we don't get too far, we request that [10] perhaps if it's under your authority that you might [11] ask, too, that they provide you with a list of [12] known misdirected 911 calls.

[13] I don't know if it would be conceited [14] to say great minds think alike, but Dennis and I [15] have worked together for a number of years on the [16] select board, and the thing I wrote down here was [17] the answer you get depends on how you phrase the [18] question. So we are very concerned, as this [19] gentleman also mentioned, as to a poll that goes [20] out.

[21] And in the event that someone might [22] think that we just fill this room with people we [23] wanted to be here, we would like to send off to you [24] for the record also copies of the newspapers where

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[1] two weekends ago and then this past weekend, we put [2] ads in the paper inviting all Erving residents to [3] come for this issue, at this time, at this place. [4] And no law said we had to do that, but we did and [5] whoever showed up, showed up.

[6] I would like to read just so that [7] they get into the record, just brief excerpts from [8] the letter — we would like to submit the whole [9] letter. One is from Representative Stephen Kulik.

[10] It says: "Today, the technology exists to unify [11] Erving's telephone exchange with relatively simple [12] and inexpensive changes to computerized electronic [13] switching equipment. It's unfortunate that this [14] has not been done voluntarily by Bell Atlantic in [15] order to better serve its Erving customers. [16] However, since it has not, I believe it is up to [17] the DTE to order that it be done through the [18] regulatory process.

[19] Thank you for your consideration of [20] this important issue, and I urge you to support the [21] Town's request.

[22] I have a letter jointly signed that [23] may be nearly identical to what Ken Willis already [24] submitted. I won't read the whole thing, but its

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[1] from our Senator, Stephen Brewer, and our [2] Representative, John Merrigan. This says:

[3] Please allow this letter to represent [4] our strong support of this petition. We [5] respectfully request the expeditious acceptance of [6] this petition by the Department.

[7] Thank you for your timely and [8] thoughtful consideration of this matter. [9] And Senator Brewer called me today, [10] apologized that he couldn't be here, and asked we [11] be certain this be read in, because he does have [12] strong support.

[13] And, finally, I have a letter here [14] that our administrative coordinator typed up, and [15] it just mentioned that it was the unanimous vote of [16] the 1997 the Annual Town Meeting, and the reason we [17] are here, and I mentioned before for the record [18] that this is not is a petition article that we [19] reluctantly support. It's one that we with great [20] vigor support, I guess you might say.

[21] It says here: Whereas, it is our [22] sworn duty as selectmen to advocate for the lives [23] of all Erving residents, we urge the State [24] Department of Telecommunications and Energy to do

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[1] the right thing and place the health and safety of [2] our constituents at the top of the list and grant [3] this request.

[4] And again, I don't mean it [5] facetiously, we are very pleased to have Bell [6] Atlantic and others offer to work with us in a [7] cooperative fashion to, if we can craft a [8] compromise that is long lasting and works and fits [9] the regulations, fine. If we can — if all we can [10] have is a Band-Aid approach, we just don't want a [11] Band-Aid. We have had enough, and they fall off [12] after awhile.

[13] And I think in closing — your name [14] is Joan Evans?

[15] HEARING OFFICER EVANS: Yes.

[16] DANIEL HAMMOCK: Okay. I would like [17] to thank you and Secretary Cottrell and the [18] Department of Telecommunications and Energy. To [19] us, you are the State, and we thank you for coming [20] out here, and I would like it on the record so that [21] we don't have to take a bunch of residents of a [22] little town away from families, bus them all to [23] Boston in the middle of the daytime when some [24] bureaucrat somewhere has their office hours. We

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[1] appreciate very much that you come here and talk to [2] us at a date and a time that we requested that was [3] convenient for us. I am a little emotional. We [4] are very, very pleased, because there is a lot good [5] in government. There is a lot

good in local [6] government, a lot good in state government. It's [7] not often that we see this good caliber of [8] government. We really appreciate it.

[9] HEARING OFFICER EVANS: Thank you.

[10] (Applause.)

[11] HEARING OFFICER EVANS: Thank you. [12] Does anybody else want to say [13] anything else on the record? Anyone else wish to [14] speak, add anything?

[15] TOWN CLERK: I can only think of one [16] small thing to add, and part of it is, in this day [17] and age, more so than ever before, you get to [18] really choose the community that you want to live [19] in, you know. And those that want to live in the [20] larger towns and cities, that is terrific; but, you [21] know, we like to live in a small town, because it [22] gives us a sense of community, a sense of [23] belonging. You know, pretty much everybody in town [24] knows everybody else. You know, we might not be

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[1] best friends, but, you know, we know the faces, and [2] we know each other as we walk down the street. [3] And, frankly, we have alluded to it, I think, a [4] little bit, kind of around the corners, but the [5] thing that really caused this thing to come up at [6] Town Meeting was to unite us as a single community, [7] so we felt like we were one single united [8] community, and we are looking at other things to [9] accomplish that as well. We have alluded to the [10] fact of the zip code issue. We are working with [11] the Federal Government, which is a whole lot of fun [12] in and of itself, as you can imagine, to come up [13] with a single zip code for the entire town as [14] well.

[15] You know, we feel that it's just a [16] sense of community, of belonging together, of [17] caring, you know, one for another. Our neighbors, [18] we always look out for each other. If somebody is [19] on vacation, we are looking at that house to make [20] sure nobody is breaking in and things like that. [21] And that is what really precipitated this whole [22] thing. And then as we looked at it, we came across [23] all these other issues.

[24] Okay. I will certainly grant you now

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[1] after hearing all the testimony tonight now that, [2] you know, 911 is divorced from perhaps the 413 and [3] the 978. Not a problem. But I still think it's [4] equally valid to say that we need to have the one [5] area code, the one exchange for the identity of [6] being together as a community, and it's something [7] that Erving hasn't had for a long time. There has [8] been a lot of reasons for it, and I don't want to [9] bore everybody with all the

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details, but the bottom [10] line is, as a town now, we see that we can no [11] longer be fragmented into, you know, Erving Center. [12] Farley, and Millers. It just doesn't work [13] anymore. And so we are asking also on that ground [14] to say please to grant that request.

[15] And we will be glad to work with you [16] in whatever way that we can to help do paperwork [17] or, you know, do research or whatever, but we [18] certainly are looking forward to that.

[19] HEARING OFFICER EVANS: Thank you, [20] sir.

[21] Anyone else?

[22] MR. NESTOR: Do you want the proposal [23] on the record?

[24] HEARING OFFICER EVANS: No, because I

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[1] think what I'm going to do is I will do a procure [2] memo afterwards with a list of what we have agreed [3] to and the dates they are due.

[4] MR. NESTOR: That is fine.

[5] HEARING OFFICER EVANS: If there is [6] no other testimony to be taken at this point in [7] time, this hearing is adjourned.

[8] Thank you very much.

[9] (Whereupon, at 10:20 p.m., the [11] hearing was adjourned.)

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CERTIFICATE

I, Marianne Kusa-Ryll,
Registered Professional Reporter, do hereby certify
that the foregoing transcript, Volume I, is a true
and accurate transcription of my stenographic notes
taken on Monday, January 26, 1998.
Marianne Kusa-Ryll, RPR